

ICC Docket No. 01-0662
Ameritech Illinois Ex. 6.1 (Ehr)
Schedule – 2

ICC Docket No. 01-0662
Ehr Rebuttal
Schedule JDE-2R

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES

Pre-Ordering/Ordering

1.1 Measurement:

Average response time for manual loop make-up information.

Definition:

The average time required to provide loop qualification for xDSL.

Exclusions:

Manual request for loop makeup information not initiated by the telecommunications carrier. However, manual loop makeup requests initiated by the LSC as part of the ordering process when no mechanized loop qualification data is available will be included.

Business Rules:

The time starts when a request is received by the telecommunications carrier and ends when the information on the loop qualification has been made available to the telecommunications carrier.
For Manual requests for Loop Makeup Information initiated by the LSC as part of the ordering process, the start date and time is the receipt date and time of the good LSR. The end date and time is when the loop makeup information is available in the Loop Qualification system.

Levels of Disaggregation:

None

Calculation:

$$\frac{\sum(\text{Date and Time the Loop Qualification is made available to telecommunications carrier} - \text{Date and Time the telecommunications carrier request is received})}{\text{Total loop qualifications}}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company and Company Affiliate

Measurement Type:

Tier 1 - Low
Tier 2 - Medium

Benchmark:

Parity with Company Affiliate

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

Original Sheet No. 63

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES

Pre-Ordering/Ordering

1.2 Measurement:

Accuracy of actual loop makeup information provided for DSL orders.

Definition:

The percent of accurate DSL actual loop makeup information provided to the telecommunications carrier.

Exclusions:

None

Business Rules:

This measurement tracks accuracy of the actual loop makeup information provided to the telecommunications carrier. It compares reported loop makeup information to actual loop makeup information on the loop provided to the telecommunications carrier, and it captures both the clerical error and underlying data error.

Levels of Disaggregation:

DSL actual loop makeup information provided

- Manually
- Electronically

Calculation:

(# of orders for which loop makeup information provided by the Company is identical to engineering work confirmation/DLR / total actual loop makeup information responses) * 100

Report Structure:

Reported on a telecommunications carrier, all telecommunications carriers, Company Affiliate basis by interface for EDI, or manually, depending on method of provision of actual loop makeup information.

Measurement Type:

Tier 1 - Low
Tier 2 - Medium

Benchmark:

Parity with Company DSL Affiliate

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNEs (cont'd)

Pre-Ordering/Ordering (cont'd)

2. Measurement

Percent Responses Received within "X" seconds - OSS Interfaces

Definition:

The percent of responses completed in "x" seconds for pre-order interfaces by function.

Exclusions:

Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's Performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

The clock starts on the date/time when the request is received by the Company, and the clock stops on the date/time when the Company has completed the transmission of the response to the telecommunications carrier. The measurement is taken at the Company side of the ECN (Electronic Commerce Network). This is just inside the Company firewall. Response time is accumulated for each major query type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by the Company during the reporting period. The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on the CLEC web site. (The Company will not schedule system maintenance during normal business hours -- 8:00 a.m. to 5:30 p.m. Monday through Friday).

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

2. Measurement (cont'd)

Levels of Disaggregation:

- Address Verification.
- Request for Telephone Number.
- Request For Customer Service Record (CSR).
- Directory Listing Inquiry
- Service Availability
- Service Appointment Scheduling (Due Date) - Reported in "Dispatch Required" for EDI/Internet LSOG 1
- Dispatch Required - Ameritech combines "Service Appointment Scheduling" and "Dispatch Required" functions for EDI/Internet LSOG 1-PIC
- DSL Loop Qualification
- DSL Loop Qualification (Archived Actuals)
- NC/NCI Service Availability
- CFA Availability

Calculation:
(# of responses within each
time interval ÷ total
responses) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

2. Measurement (cont'd)

Measurement Type:

Tier 1 - Low

Tier 2 - Medium

Benchmark:

Measurement	EDI/Internet LSOG 1	EDI LSOG 4/CORBA	Web Verigate
Address Verification	90% in <= 8.0	90% in <= 8.0	80% in <= 5.0
	seconds	seconds	seconds
	95% in <= 12.0	95% in <= 12.0	90% in <= 7.0
Request for Telephone Number	seconds	seconds	seconds
	90% in <= 7.0	90% in <= 7.0	80% in <= 4.0
	seconds	seconds	seconds
Request for Customer Service Record (CSR)	95% in <= 9.5	95% in <= 9.5	90% in <= 6.0
	seconds	seconds	seconds
	90% in <= 8.0	90% in <= 8.0	80% in <= 7.0
Directory Listing Inquiry	seconds	seconds	seconds
	95% in <= 13.0	95% in <= 13.0	90% in <= 10.0
	seconds	seconds	seconds
Service Availability	Not Available as a Separate Transaction	Diagnostic - Interim benchmark for measurement purposes	Diagnostic - Interim benchmark for measurement purposes
		90% in <= 8.0	80% in <= 7.0
		seconds	seconds
		95% in <= 13.0	90% in <= 10.0
		seconds	seconds
		90% in <= 12.0	80% in <= 11.0
		seconds	seconds
		95% in <= 16.0	90% in <= 13.0
		seconds	seconds

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

2. Measurement (cont'd)

Benchmark (cont'd):

Measurement	EDI/Internet LSOG 1	EDI LSOG 4/CORBA	Web Verigate
Service Appointment Scheduling (Due Date)	Reported in	90% in <= 1.0	80% in <= 2.0
	"Dispatch Required"	seconds	seconds
	for EDI LSOG 1	95% in <= 2.0	90% in <= 3.0
Dispatch Required		seconds	seconds
	90% in <= 15.0	90% in <= 15.0	80% in <= 17.0
	seconds	seconds	seconds
PIC	95% in <= 25.0	95% in <= 25.0	90% in <= 19.0
	seconds	seconds	seconds
	90% in <= 39.0	90% in <= 27.0	80% in <= 25.0
DSL Loop Qualification	seconds	seconds	seconds
	95% in <= 60.0	95% in <= 41.0	90% in <= 27.0
	seconds	seconds	seconds
	90% in <= 51.6	Diagnostic - To	Diagnostic -
	seconds	be determined at	To be
	95% in <= 59.2	six month	determined at
	seconds	review. To	six month
		calculate use:	review. To
		90% in <= 51.6	calculate use:
		seconds	80% in <= 51.6
		95% in <= 59.2	seconds
		seconds	90% in <= 59.2
			seconds

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

2. Measurement (cont'd)

Benchmark: (cont'd)

Measurement	EDI/Internet LSOG 1	EDI LSOG 4/CORBA	Web Verigate
NC/NCI Service Availability	90% in <= 41 seconds 95% in <= 47 seconds	Diagnostic - To be determined at six month review. To calculate use: 90% in <= 41 seconds 95% in <= 47 seconds	Diagnostic - To be determined at six month review. To calculate use: 80% in <= 41 seconds 90% in <= 47 seconds
CFA Availability	90% in <= 79 seconds 95% in <= 91 seconds	Diagnostic - To be determined at six month review. To calculate use: 90% in <= 79 seconds 95% in <= 91 seconds	Diagnostic - To be determined at six month review. To calculate use: 80% in <= 79 seconds 90% in <= 91 seconds
DSL Loop Qualification (Archived Actuals)	Not available in EDI LSOG 1	Diagnostic - Benchmark to be determined at six month review. To calculate use: 90% in <= 25.0 seconds 95% in <= 35.0 seconds	Diagnostic - Benchmark to be determined at six month review. To calculate use: 80% in <= 13.5 seconds 90% in <= 15.0 seconds

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

4. Measurement
OSS Interface Availability

Definition:

Percent of time OSS interface is available compared to scheduled availability.

Exclusions:

Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

The total "number of hours functionality to be available" is the cumulative number of hours (by date and time on a 24 hour clock) over which the Company plans to offer and support telecommunications carrier access to the Company's operational support systems (OSS) functionality during the reporting period. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the Company interface is capable of accepting or receiving telecommunications carrier transactions or data files for processing through the interface and supporting operational support systems (OSS). The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. (The Company will not schedule system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. Monday through Friday)). Additional levels of disaggregation for gateway servers are in the process of being added.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

4. Measurement (cont'd)
OSS Interface Availability (cont'd)

Business Rules: (cont'd)

When interfaces experience partial unavailability, an availability factor is applied to the calculation of downtime. This factor is stated as a percentage and represents the impact to the telecommunications carrier. Determination of the availability factor is governed by the Company's Availability Team on a case by case basis. Disputes related to application of the availability factor may be presented to the Commission. Whenever an interface experiences complete unavailability to a telecommunications carrier, the full duration of the unavailability will be counted, to the nearest minute, and no availability factor will be applied. The Company shall calculate the availability time rounded to the nearest minute.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

4. Measurement (cont'd)

Levels of Disaggregation:

- TCNET
- AEMS
- EDI
- EBTA
- EBTA - GUI
- ARIS
- BOP-GUI (as it is implemented in the Company region)
- Web LEX
- EDI LSOG 4
- EDI Protocols
 - EDI VAN
 - EDI SSL3
 - NDM
- AEMS LSOG 4
- Web Verigate
- Web Toolbar
- ARAF
- EDI Pre-order
- CORBA Pre-order

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

4. Measurement (cont'd)

Calculation:
[(Hours functionality is
available during the
scheduled available hours) ÷
Scheduled system available
hours] * 100

Report Structure:
Reported on an aggregate
telecommunications carrier basis
by interface and the Company
Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - High

Benchmark:
99.5%. The critical Z allowance does not apply on this measurement
only.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5. Measurement

Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours

Definition:

Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to telecommunications carrier.

Exclusions:

- Rejected (manual and electronic) service requests.
- The Company retail disconnect orders in conjunction with wholesale migrations.
- Service requests involving major projects mutually agreed upon by telecommunications carriers and the Company. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.
- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.
- DSL orders rejected for incomplete or incorrect LSR.
- DSL orders denied for pair gain.
- Company Only Disconnect orders.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5. Measurement (cont'd)

Business Rules:

Orders are measured according to how the service order was submitted to the Company (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed. The Company will measure unsolicited FOCs as jeopardies.

Orders for the Broadband Service product are included in the disaggregated measures.

Manually Submitted:

Manual service order requests are those initiated via the telecommunications carrier by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the telecommunications carrier via EDI-to-Fax. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation as posted on the internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before 7:00 a.m. the next day; the valid start time will be the next business day at 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday; the valid start time will be at 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. All orders processed in the LSC utilize LSC hours. The returned confirmation to the telecommunications carrier will establish the actual end date/time.

For a manual request that requires an associated loop qualification, the Start date and time is when the loop qualification is completed by OSP Engineering and is made available in the Loop Qualification system. The End date and time is when the fax is sent back to the telecommunications carrier.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNEs (cont'd)

Pre-Ordering/Ordering (cont'd)

5. Measurement (cont'd)

Business Rules: (cont'd)

Electronically Submitted:

FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically processed service requests, the start date and time is the receive date and time that is automatically populated by the interface. The end date and time is recorded by the interface EDI and reflects the actual date and time the FOC is returned to the telecommunications carrier. The EDI data is captured within MOR and is used to calculate the FOC measure.

For orders where FOC times are negotiated with the telecommunications carrier, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation.

For DSL orders that require manual loop makeup information after the receipt of the LSR (telecommunications carrier did not request manual loop makeup information), the Start time for the FOC is the date and time the loop makeup information is available in the Loop Qualification system. The end date and time is automatically recorded by the interface (EDI) and reflects the actual date and time the FOC is available to the telecommunications carrier.

Manually and Electronically Submitted Requests:

For Interconnection Trunk Orders, the Company will attempt to contact telecommunications carrier with questions on interconnection trunk orders at least 2 days prior to FOC due date. This process will be in place until the Company institutes a reject process for these type orders.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5. Measurement (cont'd)

Levels of Disaggregation:

Manually Submitted Requests:

- Simple Res. And Bus. < 24 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) < 24 Hours
- UNE Loop (>= 50 Loops) < 48 Hours
- Switch Ports < 24 Hours
- CIA Centrex (1-200 Lines) <24 hours
- CIA Centrex (>200 Lines) <48 hours
- UNE P Simple Res and Bus < 24 Hours < 24 Hours
- UNE P Complex Business (1-200 Lines) < 24 Hours
- UNE P Complex Business (>200 Lines) < 48 Hours
- UNE xDSL Capable Loop (1-49 Loops) < 24 Hours
- UNE xDSL Capable Loop (> 49 Loops) < 48 Hours
- Line Sharing (1-49 Loops) < 24 Hours
- Line Sharing (> 49 Loops) < 48 Hours
- Simple Res and Bus LNP Only (1-19 Lines) < 24 Clock Hours
- LNP with Loop (1-19 Loops) < 24 Clock Hours
- Simple Res and Bus LNP Only (20+ Lines) < 48 Clock Hours
- LNP with Loop (20+ Loops) < 48 Clock Hours
- LNP Complex Bus (1-19 Lines) < 24 Clock Hours
- LNP Complex Bus (20-50 Lines) < 48 Clock Hours
- LNP Complex Bus (50+ Lines) - Negotiated with Notification of
Timeframe Within 24 Clock Hours

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5. Measurement (cont'd)

Levels of Disaggregation: (cont'd)

Electronic Submitted Requests:

- Simple Res. And Bus. - Manually Processed < 5 Hours
- Simple Res. And Bus. - Electronically Processed < 2 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) - Manually Processed < 5 Hours
- UNE Loop (1-49 Loops) - Electronically Processed < 2 Hours
- UNE Loop (>= 50 Loops) < 48 Hours
- Switch Ports Manually Processed < 5 Hours
- Switch Ports Electronically Processed < 2 Hours
- Unbundled Local (Dedicated)Transport-DS1 <1 Business Day
- Unbundled Local (Dedicated)Transport-DS3 <5 Business Days
- CIA Centrex (1-200 Lines) < 24 hours
- CIA Centrex (>200 Lines) < 48 hours
- UNE P Simple Res and Bus - Manually Processed < 5 Hours
- UNE P Simple Res and Bus - Electronically Processed < 2 Hours
- UNE P Complex Business (1-200 Lines) < 24 Hours
- UNE P Complex Business (>200 Lines) < 48 Hours

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNEs (cont'd)

Pre-Ordering/Ordering (cont'd)

5. Measurement (cont'd)

Levels of Disaggregation: (cont'd)

Electronic Submitted Requests: (cont'd)

- UNE xDSL Capable Loop (1-19 Loops) < 6 Business Hours
- UNE xDSL Capable Loop (> 19 Loops) < 14 Business Hours
- Line Sharing (1-49 Loops) < 6 Business Hours
- Line Sharing (> 49 Loops) < 14 Business Hours
- Simple Res and Bus LNP Only (1-19 Lines) - Electronically Processed < 2 Business Hours
- Simple Res and Bus LNP Only (1-19 Lines) - Manually Processed < 5 Business Hours
- LNP with Loop (1-19 Loops) - Electronically Processed < 2 Business Hours
- LNP with Loop (1-19 Loops) - Manually Processed < 5 Business Hours
- Simple Res and Bus LNP Only (20+ Lines) < 48 Clock Hours
- LNP with Loop (20+ Loops) < 48 Clock Hours
- LNP Complex Bus (1-19 Lines) < 24 Clock Hours
- LNP Complex Bus (20-50 Lines) < 48 Clock Hours
- LNP Complex Bus (50+ Lines) - Negotiated with Notification of Timeframe Within 24 Clock Hours

Manually and Electronically Submitted Requests:

- Interconnection Trunks (< 5 DS1) < 6 days
- Interconnection Trunks (>= 5 DS1) and all orders identified as part of a pre-planned project < 8 days

Note: Orders are measured according to how the Service Order was received via Company (i.e. electronically or manually) and are included in these disaggregations regardless of how they are processed. The Company will measure unsolicited FOCs as jeopardies.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5. Measurement (cont'd)

Calculation:
(# of FOCs returned within
"x" hours ÷ total FOCs sent)
* 100

Report Structure
Reported for telecommunications
carrier, all telecommunications
carriers, and Company Affiliate.

Measurement Type:
Tier 1 - Low
Tier 2 - Medium

Benchmark:

All Res and Bus 95% / Complex Bus 94% / UNE Loop (1-49) 95% / UNE
Loop (>50) 94% / Switch Ports 95% / Interconnection Trunks
95%/ULT 95%, the Average for the remainder of each measure
disaggregated shall not exceed 20% of the established benchmark.

CIA Centrex at 95%.

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SECTION 11 - Performance Measurements

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5.1 Measurement

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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SECTION 11 - Performance Measurements

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

(D)

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SECTION 11 - Performance Measurements

Original Sheet No. 84

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5.2 Measurement

Percentage of Unsolicited FOCs by Reason Code

Definition:

The number of Unsolicited FOCs sent to the telecommunications carriers generally categorized by reason codes identified in the levels of disaggregations, divided by Total Unsolicited FOCs

Exclusions:

- Telecommunications carrier Caused Errors

Business Rules:

This measure reports on the breakdown, by general Reason Code category, of the various Unsolicited FOCs that are sent to the telecommunications carrier.

Levels of Disaggregation:

- Cancel Customer Order
- Add Service Order Number and or Line
- Cancel Service Order
- Service Order Due Date Change
- Service Order Line Change

Calculation:

Number of Unsolicited FOCs per
general category / Total # of
Unsolicited FOCs

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, and Company Affiliate.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

5.2 Measurement (cont'd)

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Diagnostic

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

6. Measurement

Average Time to Return FOC

Definition:

The average time to return FOC from receipt of complete and accurate service request to return of confirmation to telecommunications carrier.

Exclusions:

- The Company retail disconnect orders in conjunction with wholesale migrations.
- Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.
- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.
- DSL orders rejected for incomplete or incorrect LSR.
- DSL orders denied for pair gain.
- Company Only Disconnect orders.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNEs (cont'd)

Pre-Ordering/Ordering (cont'd)

6. Measurement (cont'd)

Business Rules:

Orders are measured according to how the service order was submitted to the Company (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed. The Company will measure unsolicited FOCs as jeopardies.

Orders for the Broadband Service product are included in the disaggregated measures.

Manually Submitted:

Manual service order requests are those initiated via the telecommunications carrier by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the telecommunications carrier via EDI-to-Fax. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation as posted on the internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before 7:00 a.m. the next day; the valid start time will be the next business day at 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday; the valid start time will be at 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. All orders processed in the LSC utilize LSC hours. The returned confirmation to the telecommunications carrier will establish the actual end date/time.

For a manual request that requires an associated loop qualification, the Start date and time is when the loop qualification is completed by OSP Engineering and is made available in the Loop Qualification system. The End date and time is when the fax is sent back to the telecommunications carrier.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNEs (cont'd)

Pre-Ordering/Ordering (cont'd)

6. Measurement (cont'd)

Business Rules: (cont'd)

Electronically Submitted:

FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically processed service requests, the start date and time is the receive date and time that is automatically populated by the interface. The end date and time is recorded by the interface EDI and reflects the actual date and time the FOC is returned to the telecommunications carrier. The EDI data is captured within MOR and is used to calculate the FOC measure.

For orders where FOC times are negotiated with the telecommunications carrier, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation.

For DSL orders that require manual loop makeup information after the receipt of the LSR (telecommunications carrier did not request manual loop makeup information), the Start time for the FOC is the date and time the loop makeup information is available in the Loop Qualification system. The end date and time is automatically recorded by the interface (EDI) and reflects the actual date and time the FOC is available to the telecommunications carrier.

Manually and Electronically Submitted Requests:

For Interconnection Trunk Orders, the Company will attempt to contact telecommunications carrier with questions on interconnection trunk orders at least 2 days prior to FOC due date. This process will be in place until the Company institutes a reject process for these type orders.

Measurement is disaggregated according to product type and order size only, and includes orders submitted either electronically or manually.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNEs (cont'd)

Pre-Ordering/Ordering (cont'd)

6. Measurement (cont'd)

Levels of Disaggregation:

Manually Submitted Requests:

- All Res. And Bus.
- Complex Business (1-200 Lines)
- Complex Business (>200 Lines)
- UNE Loop (1-49 Loops)
- UNE Loop (>= 50 Loops)
- Switch Ports
- CIA Centrex (1-200 Lines)
- CIA Centrex (>200 Lines)
- UNE P All Res. And Bus.
- UNE P Complex Business (1-200 Lines)
- UNE P Complex Business (>200 Lines)
- UNE xDSL Capable Loop (1-49 Loops)
- UNE xDSL Capable Loop (> 49 Loops)
- Line Sharing (1-49 Loops)
- Line Sharing (> 49 Loops)
- Simple Res and Bus LNP Only (1-19 Lines)
- LNP with Loop (1-19 Loops)
- Simple Res and Bus LNP Only (20+ Lines)
- LNP with Loop (20+ Loops)
- LNP Complex Bus (1-19 Lines)
- LNP Complex Bus (20-50 Lines)
- LNP Complex Bus (50+ Lines)

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNEs (cont'd)

Pre-Ordering/Ordering (cont'd)

6. Measurement (cont'd)

Levels of Disaggregation: (cont'd)

Electronic Requests:

- All Res. And Bus. - Electronically Processed
- All Res. And Bus. - Manually Processed
- Complex Business (1-200 Lines)
- Complex Business (>200 Lines)
- UNE Loop (1-49 Loops) - Electronically Processed
- UNE Loop (1-49 Loops) - Manually Processed
- UNE Loop (>= 50 Loops)
- Switch Ports Electronically Processed
- Switch Ports Manually Processed
- Interconnection Trunks
- CIA Centrex (1-200 Lines)
- CIA Centrex (>200 Lines)
- CPO (UNE P) All Res. And Bus. - Electronically Processed
- CPO (UNE P) All Res. And Bus. - Manually Processed
- CPO (UNE P) Complex Business (1-200 Lines)
- CPO (UNE P) Complex Business (>200 Lines)

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

6. Measurement (cont'd)

Levels of Disaggregation: (cont'd)

Electronic Submitted Requests: (cont'd)

- UNE xDSL Capable Loop (1-49 Loops)
- UNE xDSL Capable Loop (> 49 Loops)
- Line Sharing (1-49 Loops)
- Line Sharing (> 49 Loops)
- Simple Residence and Business LNP Only (1-19 Lines) - Electronically Processed
- Simple Residence and Business LNP Only (1-19 Lines) - Manually Processed
- LNP with Loop (1-19 Loops)
- Simple Res and Bus LNP Only (20+ Lines)
- LNP with Loop (20+ Loops)
- LNP Complex Bus (1-19 Lines)
- LNP Complex Bus (20-50 Lines)
- LNP Complex Bus (50+ Lines)

Manually and Electronically Submitted Requests:

- Interconnection Trunks

Calculation:

$$\frac{\sum[(\text{Date and Time of FOC}) - (\text{Date and Time of Order Acknowledgment})]}{\text{Total FOCs}}$$

Report Structure:

Reported for telecommunication carrier, all telecommunications carriers, and Company Affiliate.

Measurement Type:

- Tier 1 - None
- Tier 2 - None

Benchmark:

Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

6.1 Measurement

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

7. Measurement

Percent Mechanized Completions Returned Within One Hour of
Completion in Ordering Systems

Definition:

Percent mechanized completions returned within one hour of
completion.

Exclusions:

Where telecommunications carrier accesses the Company - LEC's
systems using a Service Bureau Provider, the measurement of the
Company - LEC's performance shall not include Service Bureau
Provider processing, availability or response time.

Business Rules:

The elapsed time for an order is calculated based on the time of
the last service order, which establishes service, being completed
in the ordering system to the actual time MOR receives
notification and the completion is sent to the telecommunications
carrier. For example, if a multi-line order has 10 lines, the
stop time would be when the last of the 10 lines is completed in
the ordering system. Calculated based on calendar days only.
Regardless of whether the order was submitted or processed
electronically or manually, it is included in this measure.

Note: All completion notifications are returned via a mechanized
interface (EDI or EDI-to-Fax).

Levels of Disaggregation:

- Resale
- UNES
- Combinations

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

7. Measurement (cont'd)

Calculation:
(# of mechanized completions
returned to
telecommunications carrier
within 1 hour ÷ total
mechanized completions) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

Measurement Type:
Tier 1 - Low
Tier 2 - None

Benchmark:
99%

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

7.1. Measurement

Percent Mechanized Completions Returned Within One Day Of Work
Completion

Definition:

Percent mechanized completions returned within one day.

Exclusions:

- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.
- Telecommunications carrier caused misses and delays

Business Rules:

Days are calculated by subtracting the date the completion notification was returned to the telecommunications carrier minus the work completion date. Calculated based on calendar days only. Regardless of whether the order was submitted or processed electronically or manually, it is included in this measure.

Note: All completion notifications are returned via a mechanized interface (EDI or EDI-to-Fax).

Levels of Disaggregation:

- Resale
- UNES
- Combinations
- LNP Only

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

7.1 Measurement (cont'd)

Calculation:
(# of mechanized completions
returned to the
telecommunications carrier
within 1 day of work
completion ÷ total mechanized
completions) * 100

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
99%

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

8. Measurement

Average Time to Return Mechanized Completions

Definition:

Average time required to return a mechanized completion.

Exclusions:

Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

The elapsed time for an order is calculated based on the time of the last service order, which establishes service, being completed in the ordering system to the actual time MOR receives notification and the completion is sent to the telecommunications carrier. For example, if a multi-line order has 10 lines, the stop time would be when the last of the 10 lines is completed in the ordering system. Calculated based on calendar days only. Regardless of whether the order was submitted or processed electronically or manually, it is included in this measure.

Note: All completion notifications are returned via a mechanized interface (EDI or EDI-to-Fax).

Levels of Disaggregation:

- Resale
- UNES
- Combinations

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

8. Measurement (cont'd)

Calculation:

$$\frac{\sum[(\text{Date and Time of Notice Of Completion Issued to the telecommunications carrier}) - (\text{Date and Time of Work Completion})]}{\text{Total Mechanized Completions}}$$

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

9. Measurement
Percent Rejects

Definition:

The number of rejects compared to the issued orders for orders submitted via the electronic interfaces.

Exclusions:

- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.
- Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

Business Rules:

A rejected order does not pass edit checks or other edits prior to the order being distributed. This measure includes all orders that are submitted through an electronic interface, regardless of whether the order was processed electronically or manually.

Notes: All rejects are returned to the telecommunications carrier via a mechanized interface (EDI or EDI-to-Fax).

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

9. Measurement (cont'd)

Levels of Disaggregation:

- Telecommunications Carrier Caused Reject
- Company Caused Rejects (Re-flowed Orders)

Calculation:
(# of rejects ÷ total unique
orders and supplements for
electronic interfaces) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10. Measurement

Percent Mechanized Rejects Returned Within One Hour of Receipt of Reject in MOR.

Definition:

Percent mechanized rejects returned within one hour of the receipt of the reject in MOR.

Exclusions:

- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's Performance shall not include Service Bureau Provider processing, availability or response time.
- Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

Business Rules:

The start time used is the date and time the reject is available to MOR and the end time is the date and time the reject notice is sent to the telecommunications carrier. This measure includes all rejects regardless of how the order was initially submitted or processed (i.e., electronically or manually).

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10. Measurement (cont'd)

Levels of Disaggregation:
None

Calculation:
(# of mechanized rejects sent
within 1 hour ÷ total
mechanized rejects) * 100

Measurement Type:
Tier 1 - Low
Tier 2 - None

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

Benchmark:
97% within 1 hour of the receipt of a reject in MOR.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10.1 Measurement

Percent Mechanized Rejects Returned within One Hour of Receipt of Order

Definition:

Percentage of mechanized rejects returned within one hour of the receipt of order from telecommunications carrier.

Exclusions:

- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.
- Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers

Business Rules:

The start time is the time the order is received in the LSC and the end time is the date and time the reject notice sent to the telecommunications carrier. This measure includes all rejects that were submitted via an electronic interface and processed mechanically (Auto-Auto).

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10.1 Measurement (cont'd)

Levels of Disaggregation:
None

Calculation:
(# of mechanized rejects sent
within 1 hour of receipt of
order ÷ total mechanized
rejects) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
97% within 1 hour of the receipt of a reject in MOR.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10.2 Measurement

Percent Manual Rejects Received Electronically and Returned Within
Five Hours

Definition:

Percentage of manual rejects of orders received electronically
where the reject notification is sent within five hours of the
receipt of the order from the telecommunications carrier. A
"manual reject" is any reject that results from the manual
processing of an order.

Exclusions:

- Manual rejects for orders received manually.
- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.
- Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10.2 Measurement (cont'd)

Business Rules:

The start time is the time the order is electronically received and logged into the ordering system. The end time is the date and time the reject notice is sent back to the telecommunications carrier. This measure includes all orders received electronically and processed manually that resulted in a reject.

Levels of Disaggregation:

None

Calculation:

(# of manual rejects returned within 5 hours of receipt of electronic order ÷ total manual rejects) * 100

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

97% within 5 Hours.

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10.3 Measurement

Percent Manual Rejects Received Manually and Returned Within Five Hours

Definition:

Percentage of manual rejects for orders received manually and returned to the telecommunications carrier within 5 hours. A "manual reject" is any reject that results from the manual processing of an order.

Exclusions:

- Manual rejects for orders received electronically.
- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.
- Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

Business Rules:

The start time is the time the manual order is received in the LSC via fax, and the end time is the date and time the reject notice is sent back to the telecommunications carrier via EDI-to-Fax. This measure includes all orders submitted manually that resulted in a reject.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10.3 Measurement (cont'd)

Levels of Disaggregation:
None

Calculation:
(# of manual rejects returned
within 5 hours of receipt of
manual orders ÷ total manual
rejects) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
97% within 5 Hours.

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10.4 Measurement

Percentage of orders given jeopardy notices.

Definition:

Percentage of orders given jeopardy notices measures the number of 870s sent to customers as a percentage of the total number of orders completed in the period.

Exclusions:

Telecommunications carrier end user-initiated jeopardy codes.

Business Rules:

An 870 is a jeopardy notice that is sent to the telecommunications carrier to notify them that an order's confirmed due date is in jeopardy of being missed. Unsolicited FOCs will be counted as jeopardies.

Levels of Disaggregation:

POTS

- Business class of service
 - Field Work (FW)
 - Non-Field Work (NFW)
- Residence class of service
 - Field Work (FW)
 - Non-Field Work (NFW)

Resale Specials

- Field Work (FW)
- Non-Field Work (NFW)

Unbundled Local Switching

Unbundled Loops

- With LNP
- Without LNP

UNE-P

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

10.4 Measurement (cont'd)

Calculation:
[(# of orders receiving
jeopardy notices) / (Total
orders due in the calendar
month)] * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
Diagnostic - Parity with Company retail:
1. Wholesale - POTS/Retail-POTS
2. Unbundled Loops/POTS with FW
3. UNE_Ps/Retail-POTS (All)

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNEs (cont'd)

Pre-Ordering/Ordering (cont'd)

11. Measurement

Mean Time to Return Mechanized Rejects

Definition:

Average time required to return a mechanized reject.

Exclusions:

- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.
- Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

Business Rules:

The start time used is the date and time the reject is available to MOR and the end time is the date and time the reject notice is sent to the telecommunications carrier. This measure includes all rejects regardless of how the order was initially submitted or processed (i.e., electronically or manually).

Levels of Disaggregation:

None

Calculation:

$$\sum[(\text{Date and Time reject sent}) - (\text{Date and Time of Order receipt})] \div \text{total mechanized rejects}$$

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Diagnostic

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNEs (cont'd)

Pre-Ordering/Ordering (cont'd)

11.1 Measurement

Mean Time to Return Manual Rejects that are Received via an Electronic Interface

Definition:

Average time to return manual rejects received via an electronic interface.

Exclusions:

- Manual rejects for orders received manually.
- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.
- Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

Business Rules:

The start time is the time the order is electronically received and logged into the ordering system. The end time is the date and time the reject notice is sent back to the telecommunications carrier. This measure includes all orders received electronically and processed manually that resulted in a reject.

Levels of Disaggregation:

None

Calculation:

$$\frac{\{\sum(\text{date and time reject sent} \\ - \text{date and time of order receipt}) \div \text{total manual rejects}\}}$$

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Five Hours

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

11.2 Measurement

Mean Time to Return Manual Rejects that are Received thru the Manual Process

Definition:

Average time to return manual rejects received thru the manual process (Fax).

Exclusions:

- Manual rejects for orders received electronically.
- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.
- Orders involving major projects. For Resale and UNE-P a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

Business Rules:

The start time is the time the manual order is received in the LSC via fax, and the end time is the date and time the reject notice is sent back to the telecommunications carrier via EDI-to-Fax. This measure includes all orders submitted manually that resulted in a reject.

Levels of Disaggregation:

None

Calculation:

$$\frac{\{\sum(\text{date and time rejects sent} \\ - \text{date and time of order receipt}) \div \text{total manual rejects}\}}$$

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Five Hours

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

12. Measurement

Mechanized Provisioning Accuracy

Definition:

Percent of mechanized orders completed as ordered.

Exclusions:

Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

This measurement compares the USOCs ordered on a mechanized order, to the copy of the order which updates the customer billing database.

Levels of Disaggregation:

None

Calculation:

(# of orders completed as
ordered ÷ total orders) * 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - Low

Benchmark:

Parity

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNEs (cont'd)

Pre-Ordering/Ordering (cont'd)

13. Measurement

Order Process Percent Flow Through

Definition:

Percent of orders from receipt to distribution that progress mechanically through to the Company provisioning systems.

Exclusions:

- Orders both electronically generated and rejected if error is caused by telecommunications carrier.
- Manually received orders
- Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

The number of eligible orders, that flow through the Company's ordering systems without manual intervention, divided by the total number of eligible electronically generated orders within the reporting period. Manually intervened orders that are electronically generated are considered failed pass-through. Orders that fall out after receipt, but are not rejected back to telecommunications carrier due to telecommunications carrier-caused errors, will be included as failed pass-through occurrences. This measure is based on orders designed to flow through.

Levels of Disaggregation:

- UNE loops
- Resale
- UNE-P
- LNP
- LSNP - when available and added to disaggregations for business rule (schedule determined by Two-Year Flowthrough Improvement Plan)

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

13. Measurement (cont'd)

Calculation:
(# of orders that flow
through ÷ total eligible
electronic orders) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:
Tier 1 - Low
Tier 2 - High

Benchmark:
95% for UNE Loops; Parity with the Company retail for other
disaggregations.

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of
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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNEs (cont'd)

Pre-Ordering/Ordering (cont'd)

13.1 Measurement

Total Order Process Percent Flow Through

Definition:

Percent of EDI orders from entry to distribution that progress through Company ordering systems without manual intervention.

Exclusions:

Excludes rejected orders

Business Rules:

The number of orders that flow through Company's ordering systems and are distributed in the Service Order System without manual intervention, divided by the total number of orders submitted via EDI within the reporting period.

Levels of Disaggregation:

- Resale
- UNE Loops
- LNP
- LSNP
- UNE-P

Calculation:

(# of orders that flow through ÷ total orders) * 100

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Billing

14. Measurement

Billing Accuracy

Definition:

The Company performs audits on three billing systems: ACIS (Retail), RBS (Wholesale) and CABS (Access) to ensure the accuracy of the bills rendered to its customers.

Exclusions:

None

Business Rules:

The purpose of these audits are to review and recalculate for services billed in Illinois. This is to ensure that monthly bills sent to the telecommunications carriers, and retail customers are rated accurately according to the billing tables. This is performed by extracting recurring, non-recurring, and usage elements from the above listed billing systems and comparing the billed elements to expected results. For all validations performed, the number of elements that have been released prior to correction (bills are audited for accurate calculations) are counted as an error against the total elements audited.

Levels of Disaggregation:

- Resale Monthly Recurring/Non-recurring
- Resale Usage/Unbundled Local Switching
- Other Unbundled Network Elements

Calculation:

(# of elements not corrected
prior to bill release ÷ total
elements audited) * 100

Report Structure:

Reported for aggregate of all
telecommunications carriers, the
Company and the Company Affiliate.
Reported on a Company basis.

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Billing (cont'd)

14. Measurement (cont'd)

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Parity

1. Resale Monthly Recurring/Non-Recurring

2. Resale Usage/Unbundled Local Switching

3. Other Unbundled Network Elements

Retail Comparison

Retail

Retail

Access

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Billing (cont'd)

15. Measurement

Percent of Accurate and Complete Formatted Mechanized Bills via
EDI or BDT

Definition:

The percent of monthly bills sent to the telecommunications
carriers via the mechanized AEBS process and the paper billing
process that are accurate and complete.

Exclusions:

None

Business Rules:

Billing accuracy is based upon many factors including: totaling,
formatting, content and syntax. Both the electronic and paper
bill are validated in unison and are not counted separately in the
calculation.

Levels of Disaggregation:

EDI
BDT

Calculation:

(# of accurate and complete
formatted bills ÷ total
bills) * 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - High

Benchmark:

99%

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Billing (cont'd)

16. Measurement

Percent of Usage Records Transmitted Correctly

Definition:

The percent of usage records transmitted correctly on the Daily Usage extract feed.

Exclusions:

Telecommunications carrier-caused errors.

Business Rules:

Controls and edits within the billing process uncover certain types of errors that are likely to appear on the usage records. When these errors are uncovered, a new release of the program is written to ensure that the error does not occur again. Thus, an error that is reported in one month should not occur the next month because the billing program error would have been fixed by the next month. The usage records retransmitted due to the Company caused errors are counted in this measure.

Levels of Disaggregation:

None

Calculation:

(# of usage records
transmitted correctly ÷ total
usage records transmitted) *
100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

95%

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Billing (cont'd)

17. Measurement
Billing Completeness

Definition:

Percent of on-time service orders (SOs) in both ACIS and CABS that post within a 30-day billing cycle.

Exclusions:

- Feature Group A
- Feature Group B
- Feature Group D
- Wireless

Business Rules:

On time SOs are SOs that reached "Updated" (3U) status in 19 cycles or less. A SO that was updated in 20 cycles or more has missed at least one bill. Twenty cycles is approximately 30 calendar days. The start date is the date the SO is available for billing and the end date is the date (Update date) the SO reaches the "Updated" status. This time span is measured in cycles. SOs are reported by the month of their Update.

Levels of Disaggregation:
None

Calculation:
(# of on-time updated SOs in
current month ÷ total updated
SOs in current month) *100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company and the
Company Affiliate.

Measurement Type:
Tier 1 - Low
Tier 2 - Medium

Benchmark:
Parity with the Company Retail.

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Billing (cont'd)

18. Measurement

Billing Timeliness (Wholesale Bill)

Definition:

Billing Timeliness measures the length of time from the wholesale billing date (end of billing period) to the time it is electronically transmitted to the telecommunications carrier.

Exclusions:

Weekends and Holidays.

Business Rules:

The transmission date is used to gather the data for the reporting period. The measure compares the transmission date of the bill to the transmission due date. The transmission due date is six business days after the wholesale bill period. For example, a telecommunications carrier with a wholesale billing date of Monday the 1st, the transmission due date would be on the following Monday, the 8th assuming no weekday holidays.

Levels of Disaggregation:

- AEBS
- CABS

Calculation:

(# of bills transmitted on
time ÷ total bills released)
* 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers and the Company
Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - High

Benchmark:

Parity with the Company Retail.

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNEs (cont'd)

Billing (cont'd)

19. Measurement

Daily Usage Feed Timeliness

Definition:

Usage information is sent to the telecommunications carriers on a daily basis. This usage data must be sent to the telecommunications carrier within 6 work days in order to be considered timely.

Exclusions:

Weekends and Holidays.

Business Rules:

The measure uses the actual EMI usage records that are sent to the telecommunications carriers. Data date is the recording date of the usage and is part of the EMI usage record. Cycle date is the day the Daily Usage file is sent to the telecommunications carrier. Cycle date is found on the pack header record of the Daily Usage file.

Levels of Disaggregation:

None

Calculation:

(# of usage records
transmitted on time ÷ total
usage records) * 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate. Reported on a Company
basis.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

95% within 6th workday

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Billing (cont'd)

20. Measurement
Unbillable Usage

Definition:
The percent usage data that is unbillable.

Exclusions:
None

Business Rules:
The total dollars written off by MEC (Message Error Correction)
and the total CABS uncollectable dollars are divided by the total
billed revenue in the calendar month.

Levels of Disaggregation:
None

Calculation:
(Total unbillable revenue ÷
total billed revenue) * 100

Report Structure:
Reported on a Company basis
(aggregated).

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
Diagnostic

/1/

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

Original Sheet No. 128

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Miscellaneous Administrative

21. Measurement

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

Original Sheet No. 129

1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Miscellaneous Administrative (cont'd)

(D)

(D)/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Miscellaneous Administrative (cont'd)

21.1 Measurement

Average time placed on hold at LSC

Definition:

The average time a customer is placed on hold after the LSC has directed the call to a specific person or group.

Exclusions:

Weekends and Holidays

Business Rules:

This measurement is driven by the Company call management (ACD) system and accumulates hold time data based on the primary que. Calls are answered during normal business hours and reported via ACD reporting capabilities.

Levels of Disaggregation:

- Resale
- UNE
- DSL

Calculation:

Total time on hold / total
calls answered

Report Structure:

Reported for all calls to the LSC
for all telecommunications
carriers (aggregated)

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNEs (cont'd)

Miscellaneous Administrative (cont'd)

22. Measurement

Local Service Center (LSC) Grade Of Service (GOS)

Definition:

Percent of calls answered by the Local Service Center (LSC) within 20 seconds.

Exclusions:

Weekends and Holidays

Business Rules:

The clock starts when the customer enters the queue and the clock stops when a Company representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a telecommunications carrier customer call into the Company call management system queue until the telecommunications carrier customer call is transferred to Company personnel assigned to handling telecommunications carrier calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LSC hours of operation are posted on the internet.

Levels of Disaggregation:

- Resale
- UNE
- DSL

Calculation:

of calls answered by the
LSC within a specified period
of time ÷ Total calls
answered

Report Structure:

Reported for LSC, the Company and
the Company Affiliate.

Measurement Type:

- Tier 1 - None
- Tier 2 - High

Benchmark:

Parity with the Company Retail.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

Original Sheet No. 132

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Miscellaneous Administrative (cont'd)

23. Measurement

(D)

(D)/1/

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SECTION 11 - Performance Measurements

Original Sheet No. 133

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNEs (cont'd)

Miscellaneous Administrative (cont'd)

24. Measurement

(D)

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

24.1 Measurement

Average Time Placed on Hold at LOC

Definition:

The average time a customer is placed on hold after the LOC has directed the call to a specific person or group.

Exclusions:

Weekends and Holidays

Business Rules:

This measurement is driven by the Company call management (ACD) system and accumulates hold time data based on the primary queue. Calls are answered during normal business hours and reported via ACD reporting capabilities.

Levels of Disaggregation:

- Resale
- UNE
- DSL

Calculation:

Total time on hold ÷ total
calls answered

Report Structure:

Reported for all calls to the
LOC for all telecommunications
carriers (aggregated)

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNEs (cont'd)

Miscellaneous Administrative (cont'd)

25. Measurement

Local Operations Center (LOC) Grade Of Service (GOS)

Definition:

Percent of calls answered by the Local Operations Center (LOC) within 20 seconds.

Exclusions:

None

Business Rules:

The clock starts when the customer enters the queue and the clock stops when a Company representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a telecommunications carrier customer call into the Company call management system queue until the telecommunications carrier customer call is transferred to Company personnel assigned to handling telecommunications carrier calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LSC hours of operation are posted on the internet.

Levels of Disaggregation:

- DSL Calls
- All other Calls

Calculation:

of calls answered by the
LOC within a specified period
of time ÷ total calls
answered

Measurement Type:

- Tier 1 - None
- Tier 2 - High

Benchmark:

Parity with the Company Retail.

Report Structure:

Reported for LOC, the Company, and
the Company Affiliate.

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

Original Sheet No. 136

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Miscellaneous Administrative (cont'd)

26. Measurement

(D)

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS and UNE Loop and Port Combinations Combined by the Company

Provisioning

27. Measurement

Mean Installation Interval

Definition:

Average business days from application date to completion date for N, T, C orders.

Exclusions:

- telecommunications carrier caused misses.
- Field Work orders - excludes customer requested due dates beyond the offer date.
- No Field Work orders - excluded if order applied for before 3:00 p.m. and the due date requested is not same day; and if order applied for after 3:00 p.m. and the due date requested is beyond the next business day.
- CIA Centrex excluded if customer requested due dates greater than 5 business days.
- Orders that are not N, T, and C orders.
- Orders where CLECs are charged expedite charges
- UNE-P orders if included in a project (order > 250 lines, circuits and/or telephone numbers, or mutually agreed to)

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS and UNE Loop and Port Combinations Combined by the Company

Provisioning (cont'd)

27. Business Rules:

The clock starts on the Application Date, which is the day that the Company receives a correct Service Order except in the case of a manually-submitted order (facsimile, US Mail, or other hard-copy delivery service), when the clock starts at FOC date/time. The clock stops on the Completion Date, which is the day that the Company personnel complete the service order activity. Orders are included in the month they are closed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then the interval is (Completion - Application Date). If the order is Next Day Due, then the interval is [(Completion - Next Business Day) + 1]. UNE-Ps are also reported at order level.

If an order is completed on a Saturday, Sunday or Holiday, the Company will include that day in the calculation of interval.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

27. Measurement (cont'd)

Levels of Disaggregation:
Geographic (See Appendix Four)

POTS

- Business class of service
 - Field Work (FW)
 - No Field Work (NFW)
- Residence class of service
 - Field Work (FW)
 - No Field Work (NFW)
- CIA Centrex
 - Field Work (FW)
 - No Field Work (NFW)

UNE-P

- Business class of service
 - Field Work (FW)
 - No Field Work (NFW)
- Residence class of service
 - Field Work (FW)
 - No Field Work (NFW)

Calculation:

$$\left[\sum (\text{completion date} - \text{application date}) \right] / (\text{Total orders completed})$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

27. Measurement (cont'd)

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Resale POTS parity between Field Work compared to the Company
Field Work (N, T, C order types) and No Field Work compared to the
Company Retail No Field Work (N, T, C order types).

UNE-P parity between Field Work compared to the Company Field Work
(N, T, C order types) and No Field Work compared to the Company
Retail No Field Work (N, T, C order types).

CIA Centrex parity between Field Work compared to Ameritech
Centrex Field Work (N,T,C order types) and No Field Work compared
to a 4-day interval.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

28. Measurement

Percent POTS/UNE-P installations completed within the customer requested due date.

Definition:

Measure of orders completed within the customer requested due date when that date is later than or equal to the offered due date/interval or, if expedited (accepted or not accepted), the date agreed to by the Company.

Exclusions:

- telecommunications carrier-caused misses.
- Field Work orders - excludes customer requested due dates beyond the offer date.
- No Field Work orders - excluded if order applied for before 3:00 p.m.; and the due date requested is not same day; and if order applied for after 3:00 p.m.; and the due date requested is beyond the next business day.
- CIA Centrex excluded if customer requested due dates greater than 5 business days.
- All orders except N, T, and C orders.
- Orders where telecommunications carriers are charged expedite charges

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

28. Business Rules:

The clock starts on the Application Date, which is the day that the Company receives a correct Service Order. The clock stops on the Completion Date which is the day that the Company personnel complete the service order activity. Orders are included in the month they are closed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then the interval is (Completion - Application Date). If the order is Next Day Due, then the interval is [(Completion - Next Business Day) + 1]. UNE-Ps are also reported at order level.

If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

28. Measurement (cont'd)

Levels of Disaggregation:
Geographic (See Appendix Four)

POTS

- Business class of service
 - Field Work (FW)
 - No Field Work (NFW)
- Residence class of service
 - Field Work (FW)
 - No Field Work (NFW)
- CIA Centrex
 - Field Work (FW)
 - No Field Work (NFW)

UNE-P

- Business class of service (Orders included in Projects excluded)
 - Field Work (FW)
 - No Field Work (NFW)
- Residence class of service (Orders included in Projects excluded)
 - Field Work (FW)
 - No Field Work (NFW)

Projects

- UNE-P (Orders > 250 lines, circuits and/or telephone numbers, or mutually agreed to)

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

28. Measurement (cont'd)

Calculation:
(# of orders installed within
the requested interval ÷
total number of orders not
subject to exclusions) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:
Tier 1 - High
Tier 2 - High

Benchmark:

Resale POTS parity between Field Work compared to the Company
Field Work (N, T, C order types) and No Field Work compared to the
Company Retail No Field Work (N, T, C order types).

UNE-P parity between Field Work compared to the Company Field Work
(N, T, C order types and No Field Work compared to the Company
Retail No Field Work (N, T, C order types).

CIA Centrex parity between Field Work compared to Company Centrex
Field Work (N, T, C order types) and No Field Work compared to 95%
within a 5 day interval.

UNE-P Projects - 95% within customer-requested due date.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

29. Measurement

Percent the Company Caused Missed Due Dates

Definition:

Percent of N, T, and C orders where installation was not completed by the due date as a result of a Company caused missed due date.

Exclusions:

- Orders that are not N, T, or C.
- Telecommunications carrier-caused misses.

Business Rules:

This includes orders completed after the Due Date, due to a Company reason. This measurement is reported at an order level. UNE-Ps are also reported at an order level. If the Company reschedules the original due date without the consent of the telecommunications carrier the original due date will be the one measured against.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

29. Measurement (cont'd)

Levels of Disaggregation:
Geographic (See Appendix Four)

POTS

- Business class of service
 - Field Work (FW)
 - No Field Work (NFW)
- Residence class of service
 - Field Work (FW)
 - No Field Work (NFW)

UNE-P

- Business class of service
 - Field Work (FW)
 - No Field Work (NFW)
- Residence class of service
 - Field Work (FW)
 - No Field Work (NFW)

Calculation:
(# of orders not completed by
the due date or cancelled
after the due date as a
result of a Company cause ÷
total orders plus total
orders cancelled after the
due date as a result of a
Company cause) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

29. Measurement (cont'd)

Measurement Type:

Tier 1 - High

Tier 2 - High

Benchmark:

Resale POTS parity between Field Work compared to the Company
Field Work (N, T, C order types) and No Field Work compared to the
Company Retail No Field Work (N, T, C order types).

UNE Combo Parity between Field Work compared to the Company Field
Work (N, T, C order types) and No Field Work compared to the
Company Retail No Field Work (N, T, C order types).

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

30. Measurement

Percent the Company Missed Due Dates Due To Lack Of Facilities

Definition:

Percent N, T, and C orders with missed committed due dates due to lack of facilities.

Exclusions:

- Orders that are not N, T, or C.
- No Field Work (NFW) Orders.

Business Rules:

Includes orders with a completion date that is greater than the due date based on a Company missed reason code for lack of facilities. This measurement is reported at an order level. UNE-Ps are also reported at an order level.

Levels of Disaggregation:

Geographic (See Appendix Four)

POTS

- Residence class of service
 - > 30 calendar days
 - > 90 calendar days
- Business class of service
 - > 30 calendar days
 - > 90 calendar days

UNE-P

- Residence class of service
 - > 30 calendar days
 - > 90 calendar days
- Business class of service
 - > 30 calendar days
 - > 90 calendar days

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

30. Measurement (cont'd)

Calculation:
(# of orders with missed due
dates due to lack of
facilities ÷ total orders
completed) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:
Tier 1 - Low
Tier 2 - None

Benchmark:
Resale POTS parity compared to the Company (N, T, and C order
types). UNE-P parity compared to the Company (N, T, C order
types).

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

31. Measurement

Average Delay Days For Missed Due Dates Due To Lack Of Facilities

Definition:

Average calendar days from due date to completion date on Company missed orders due to lack of facilities.

Exclusions:

- Orders that are not N, T, or C.
- No Field Work (NFW) Orders.

Business Rules:

Includes orders missed due to Company reasons other than lack of facilities that are selected based on the missed reason code. This measurement is reported at an order level. UNE-Ps are also reported at an order level.

Levels of Disaggregation:

Geographic (See Appendix Four)

POTS

- Business class of service
- Residence class of service

UNE P

- Business class of service
- Residence class of service

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

31. Measurement (cont'd)

Calculation:

$$\frac{\sum(\text{Completion date} - \text{due date})}{\div (\text{total completed orders} \\ \text{with a Company caused missed} \\ \text{due date due to lack of} \\ \text{facilities})}$$

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Resale POTS parity compared to the Company (N, T, and C order
types). UNE-P parity compared to the Company (N, T, and C order
types).

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

32. Measurement

Average Delay Days For Company Caused Missed Due Dates

Definition:

Average calendar days from due date to completion date on Company missed orders.

Exclusions:

- Orders that are not N, T, or C.
- Company delayed orders as a result of lack of facilities.

Business Rules:

Includes orders missed due to lack of facilities that are selected based on the missed reason code. This measurement is reported at an order level. UNE-Ps are also reported at an order level.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS and UNE Loop and Port Combinations Combined by the Company (cont'd)

Provisioning (cont'd)

32. Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

POTS

- Business class of service
 - Field Work (FW)
 - No Field Work (NFW)
- Residence class of service
 - Field Work (FW)
 - No Field Work (NFW)

UNE-P

- Business class of service
 - Field Work (FW)
 - No Field Work (NFW)
- Residence class of service
 - Field Work (FW)
 - No Field Work (NFW)

Calculation:

$$\frac{\sum(\text{Completion date} - \text{due date})}{\div (\text{total completed orders with the Company caused missed due date})}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - Medium
Tier 2 - None

Benchmark:

Resale POTS Field Work parity compared to Company Field Work (N, T, C order types) and No Field Work compared to Company Retail No Field Work (N, T, C order types). UNE-P Field Work parity compared to Company Field Work (N, T, C order types) and No Field Work compared to Company Retail No Field Work (N, T, C order types).

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

33. Measurement

Percent the Company Caused Missed Due Dates > 30 days

Definition:

Percent of orders where installation was completed greater than 30 days following the due date.

Exclusions:

- Orders that are not N, T, or C.

Business Rules:

This includes items completed after the Due Date, due to the Company reason. This measurement is reported at an order level. UNE-Ps are also reported at an order level.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

33. Levels of Disaggregation:

Geographic (See Appendix Four)

POTS

- Business class of service
 - Field Work (FW)
 - No Field Work (NFW)
- Residence class of service
 - Field Work (FW)
 - No Field Work (NFW)

UNE-P

- Business class of service
 - Field Work (FW)
 - No Field Work (NFW)
- Residence class of service
 - Field Work (FW)
 - No Field Work (NFW)

Calculation:
(# of orders completed
greater than 30 calendar days
following the due date +
total orders completed) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company and the
Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

Resale POTS Field Work parity compared to the Company Field Work (N, T, C order types) and No Field Work compared to the Company Retail No Field Work (N, T, C order types). UNE-P Field Work parity compared to the Company Field Work (N, T, C order types) and No Field Work compared to the Company Retail No Field Work (N, T, C order types).

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

34. Measurement

(D)

(D)/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)

Provisioning (cont'd)

(D)

(D)/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

34.1 Measurement

(D)

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

(D)

(D)/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

35. Measurement

Percent Trouble Reports Within 30 Days (I-30) of Installation

Definition:

Percent of N, T, C orders that receive a network customer trouble report within 30 calendar days of service order completion.

Exclusions:

- Subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number.
- Disposition code "11", "12" & "13" reports (excludable reports).
- Reports caused by customer provided equipment (CPE) or wiring.
- Trouble report received on the due date before service order completion.
- Orders that are not N, T, or C.

Business Rules:

Includes trouble reports received the day after the Company personnel complete the service order through 30 calendar days after completion. The denominator for this measure is the total count of orders posted within the reporting month. However, the denominator will at a minimum be equal to the numerator. The numerator is the number of trouble reports received within 30 days after service order completion. These will be reported in the month they close. This will include troubles taken on the day of completion found to be as a result of a UNE-P conversion.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

35. Levels of Disaggregation:
Geographic (See Appendix Four)

POTS

- Business class of service
 - Field Work (FW)
 - No Field Work (NFW)
- Residence class of service
 - Field Work (FW)
 - No Field Work (NFW)

UNE-P

- Business class of service
 - Field Work (FW)
 - No Field Work (NFW)
- Residence class of service
 - Field Work (FW)
 - No Field Work (NFW)

Calculation:
(Count of initial electronic
and manual trouble reports
issued on or within 30 days
after service order
completion ÷ total orders) *
100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

35. Measurement (cont'd)

Measurement Type:

Tier 1 - High

Tier 2 - High

Benchmark:

Resale POTS Field Work parity compared to the Company Field Work (N, T, C order types) and No Field Work compared to the Company Retail No Field Work (N, T, C order types). UNE-P Field Work parity compared to the Company Field Work (N, T, C order types) and No Field Work compared to the Company Retail No Field Work (N, T, C order types)

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

36. Measurement

(D)

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Provisioning (cont'd)

(D)

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance

37. Measurement
Trouble Report Rate

Definition:

The number of customer trouble reports per 100 lines.

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Reports caused by customer provided equipment (CPE) or wiring.
- All disposition "11", "12" & "13" reports (excludable reports), with the exception of code 1316, unless the report is taken prior to the completion of the service order.

Business Rules:

Telecommunications carrier and the Company repair reports are entered into and tracked in the WFA or LMOS systems. Reports are counted in the month they are closed.

Levels of Disaggregation:

Geographic (See Appendix Four)

POTS

- Business class of service
- Residence class of service

UNE-P

- Business class of service
- Residence class of service

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

37. Measurement (cont'd)

Calculation:
[# of customer trouble
reports ÷ (total lines in
service ÷ 100)]

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
POTS - Parity with the Company Retail.
UNE Combo - Parity with the Company Residence and parity with
Company Business.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

37.1 Measurement

Trouble Report Rate Net of Installation and Repeat Reports

Definition:

The number of electronic or manual customer trouble reports per
100 lines/

Exclusions:

- Trouble reports caused by customer provided equipment (CPE) or wiring.
- All disposition "11", "12", and "13" trouble reports (excludable reports).
- Trouble reports included in PM 35.
- Trouble reports included in PM 41.

Business Rules:

Telecommunications carrier and Company repair reports are entered into and tracked in the LMOS system. Reports are counted in the month they post to LMOS.

Levels of Disaggregation:

Geographic (See Appendix Four)

POTS

- Business class of service
- Residence class of service

UNE-P

- Business class of service
- Residence class of service

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

37.1 Measurement (cont'd)

Calculation:
[Total number of customer
trouble reports ÷ (total
lines in service ÷ 100)]

Report Structure:
Reported for POTS Resale trouble
reports by telecommunications
carrier, all telecommunications
carriers and the Company.

Measurement Type:
Tier 1 - High
Tier 2 - High

Benchmark:
POTS - Parity with the Company Retail.
UNE-P - Parity with the Company Residence and parity with Company
Business.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

38. Measurement

Percent Missed Repair Commitments

Definition:

Percent of trouble reports not cleared by the commitment time due to the Company reasons.

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Reports caused by customer provided equipment (CPE) or wiring.
- All disposition code "11", "12" & "13" reports (excludable reports).

Business Rules:

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that the Company personnel clear the repair activity and complete the trouble report in the work and force systems. If this is after the commitment time, the report is flagged as a "Missed Commitment".

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

38 Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

POTS

- Business class of service
 - Dispatch
 - No Dispatch
- Residence class of service
 - Dispatch
 - No Dispatch

UNE-P

- Business class of service
 - Dispatch
 - No Dispatch
- Residence class of service
 - Dispatch
 - No Dispatch

Calculation:

(# of trouble reports not
cleared by the commitment
time ÷ total trouble reports)
* 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

POTS - Parity with the Company Retail.
UNE Combo - Parity with the Company Residence and parity with
Company Business.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

39. Measurement

Receipt To Clear Duration

Definition:

Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Reports caused by customer provided equipment (CPE) or wiring.
- Disposition code "11", "12" & "13" reports (excludable reports).

Business Rules:

The clock starts on the date and time the Company receives a trouble report. The clock stops on the date and time that the Company personnel clear the repair activity and complete the trouble report in WFA or LMOS.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

39. Levels of Disaggregation:

Geographic (See Appendix Four)
POTS

- Business class of service
 - ◆ Dispatch
 - Affecting Service
 - Out of Service
 - ◆ No Dispatch
 - Affecting Service
 - Out of Service
- Residence class of service
 - ◆ Dispatch
 - Affecting Service
 - Out of Service
 - ◆ No Dispatch
 - Affecting Service
 - Out of Service

UNE-P

- Business class of service
 - ◆ Dispatch
 - Affecting Service
 - Out of Service
 - ◆ No Dispatch
 - Affecting Service
 - Out of Service
- Residence class of service
 - ◆ Dispatch
 - Affecting Service
 - Out of Service
 - ◆ No Dispatch
 - Affecting Service
 - Out of Service

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

39. Measurement (cont'd)

Calculation:

$$\frac{\sum[(\text{Date and time the Company clears trouble report}) - (\text{Date and time trouble report is received})]}{\text{Total customer trouble reports}}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Resale POTS Dispatch parity compared to the Company Dispatch (N, T, C order types) and No Dispatch compared to the Company Retail No Dispatch (N, T, C order types). UNE-P Dispatch Parity compared to the Company Dispatch (N, T, C order types) and No Dispatch compared to the Company Retail No Dispatch (N, T, C order types).

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

40. Measurement

Percent Out Of Service (OOS) < 24 Hours

Definition:

Percent of OOS trouble reports cleared in less than 24 hours.

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Disposition code "11", "12", "13" reports (excludable reports).
- Affecting Service reports.
- Reports caused by customer provided equipment (CPE) or wiring.

Business Rules:

Utilize state specific Business Rule or Standard clock hours as appropriate.

Levels of Disaggregation:

Geographic (See Appendix Four)

POTS

- Business class of service
- Residence class of service

UNE-P

- Business class of service
- Residence class of service

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

40. Measurement (cont'd)

Calculation:
(# of OOS trouble reports <
24 hours ÷ total OOS trouble
reports) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:
Tier 1 - Medium
Tier 2 - None

Benchmark:
POTS - Parity with the Company Retail.
UNE-P - Parity with the Company Residence and parity with Company
Business.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

41. Measurement

Percent Repeat Reports

Definition:

Percent of customer trouble reports received within 30 calendar days of a previous customer report.

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Disposition code "11", "12" & "13" reports (excludable reports).
- Reports caused by customer provided equipment (CPE) or wiring.

Business Rules:

Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.

Levels of Disaggregation:

Geographic (See Appendix Four)

POTS

- Business class of service
- Residence class of service

UNE-P)

- Business class of service
- Residence class of service

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

41. Measurement (cont'd)

Calculation:
(# of network customer trouble
reports received within 30
calendar days of a previous
customer trouble report ÷ total
network customer trouble
reports) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

POTS - Parity with the Company Retail.
UNE Combo - Parity with Ameritech Residence and parity with
Company Business.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

42. Measurement

Percent No Access (Percent of Trouble Reports with No Access)

Definition:

Percentage of dispatched customer trouble reports with a status of "No Access".

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Disposition code "11", "12" & "13" reports (excludable reports).
- Reports caused by customer provided equipment (CPE) or wiring.
- Reports that are not dispatched.

Business Rules:

The Company personnel set the "No Access" flag when access cannot be obtained at the customer's premises. Reports are counted the month they are closed.

Levels of Disaggregation:

Geographic (See Appendix Four)
POTS

- Business class of service
- Residence class of service

UNE-P

- Business class of service
- Residence class of service

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale POTS and UNE Loop and Port Combinations Combined by the Company
(cont'd)**

Maintenance (cont'd)

42. Measurement (cont'd)

Calculation:
(# of trouble reports with a
status of "No Access" ÷ Total
dispatched customer trouble
reports) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

POTS - Parity with the Company Retail.

UNE Combo - Parity with the Company Residence and parity with
Company Business.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders)**

Provisioning

43. Measurement
Average Installation Interval

Definition:

Average business days from LSR receipt application date to completion date for N, T, and C orders.

Exclusions:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.
- Circuits that have a customer requested Due Date greater than 20 business days.
- Official company service from Retail.
- Orders where CLECs are charged expedite charges
- Service requests involving major projects mutually agreed upon by telecommunications carrier and the Company. For Resale and UNE-P, a project is defined as >250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as >100 lines, trunks, circuits, and/or telephone numbers.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders)**

Provisioning

43. Business Rules:

The Application Date is the day that the Company receives the customer initiated service request. The Completion Date is the day that the Company personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and it is reported at an item or circuit level.

If an order is completed on a Saturday, Sunday or Holiday, the Company will include that day in the calculation of interval.

Levels of Disaggregation:

Geographic (See Appendix Four)

- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale.
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

43. Measurement (cont'd)

Calculation:

$$\left[\sum (\text{Completion date} - \text{application date}) \right] \div (\text{Total circuits completed})$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - High

Tier 2 - High

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

44. Measurement

Percent Specials Installations Completed Within Customer Requested
Due Date

Definition:

Percent Specials installations completed within the customer
requested due date when that date is greater than or equal to the
standard offered interval or, if expedited (accepted or not
accepted), the date agreed to by the Company.

Exclusions:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.
- Circuits that have a customer requested Due Date greater than
20 business days.
- Official company service from Retail.
- Orders where CLECs are charged expedite charges
- Service requests involving major projects mutually agreed upon
by telecommunications carrier and the Company. For Resale and
UNE-P, a project is defined as >250 lines, trunks, circuits,
and/or telephone numbers. For Loops, LNP, LSNP, a project is
defined as >100 lines, trunks, circuits, and/or telephone
numbers.

Business Rules:

The Application Date is the day that the Company receives the
customer initiated service request. The Completion Date is the
day that the Company personnel complete the service order activity
by circuit. The base of items is out of WFA (Work Force
Administration) and it is reported at an item or circuit level.

If an order is completed on a Saturday, Sunday or Holiday, the
Company will include that day in the calculation of interval.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

44. Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale.
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

Calculation:

(# of circuits installed within
the customer requested due date
÷ total circuits installed) *
100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

45. Measurement

Percent the Company Caused Missed Due Dates

Definition:

Percentage of N, T, and C orders by circuit where installations were not completed by the due date as a result of the Company caused missed due date.

Exclusions:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.
- Official company service from Retail.

Business Rules:

This includes items completed after the Due Date, due to a Company reason. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.

This measure includes, in both the numerator and denominator, the number of orders cancelled after a Company-caused missed due date.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

45. Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale.
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

Calculation:

(# of circuits with the Company
caused missed due dates or
cancelled after the due date
that were caused by the Company
÷ total circuits installed and
those cancelled after the due
date that were caused by the
Company) * 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

46. Measurement

Percent Trouble Reports Within 30 Days (I-30) of Installation

Definition:

Percent of N, T, and C orders by circuit that receive a network customer trouble report within 30 calendar days of service order completion.

Exclusions:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.
- Trouble report received on the due date before service order completion.
- Trouble reports that are coded to Customer Premise Equipment (CPE), Interexchange Carrier/Competitive Access Provider, and Informational.

Business Rules:

A trouble report is counted if it is flagged in WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report and must be a measured report. The order flagged against must be an addition in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID.

The denominator for this measure is the total count of orders by circuit posted within the reporting month. However, the denominator will at a minimum equal the numerator. The numerator is the number of trouble reports received on or within 30 days after service order completion and closed within the reporting month.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

46. Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale.
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

Calculation:

[# of circuits that receive a
network customer trouble report
on or within 30 calendar days
after service order completion
(excluding trouble reports
received on the due date) ÷
total circuits installed] * 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

47. Measurement

Percent Company Missed Due Dates Due To Lack Of Facilities

Definition:

Percentage of N, T, and C orders by circuit with missed committed due dates due to lack of facilities.

Exclusions:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.

Business Rules:

Includes orders with a completion date that is greater than the due date based on a Company missed reason code for lack of facilities. This measurement is reported at a circuit level for all specials. Count any unsolicited FOC which modifies the due date as missed due date.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

47. Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale.
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

Note: Above disaggregations also reported for > 30 calendar days
and > 90 calendar days.

Calculation:

(# of circuits with missed
committed due dates due to lack
of facilities ÷ total circuits
installed) * 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 -Low
Tier 2 - None

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

48. Measurement

Average Delay Days for Missed Due Dates Due to Lack Of Facilities

Definition:

Average calendar days from due date to completion date on Company missed circuits due to lack of facilities.

Exclusions:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.

Business Rules:

Includes orders missed due to lack of facilities that are selected based on the missed reason code. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.

Levels of Disaggregation:

Geographic (See Appendix Four)

- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale.
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

48. Measurement (cont'd)

Calculation:

$\Sigma(\text{Completion date} - \text{Committed circuit due date}) \div (\text{Total completed circuits with Company caused missed due dates due to lack of facilities})$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

49. Measurement

Average Delay Days For Company Caused Missed Due Dates

Definition:

Average calendar days from due date to completion date on Company missed circuits.

Exclusions:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.

Business Rules:

The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.

Levels of Disaggregation:

Geographic (See Appendix Four)

- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale.
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

49. Measurement (cont'd)

Calculation:

$\Sigma(\text{Completion date} - \text{committed circuit due date}) \div (\text{Total completed circuits with the Company caused missed due date})$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - Medium
Tier 2 - None

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

50. Measurement

Percent Company Caused Missed Due Dates > 30 days

Definition:

Percentage of circuits where installation was completed greater than 30 days following the due date.

Exclusions:

- telecommunications carrier-caused misses
- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.

Business Rules:

This includes items completed after the Due Date, due to a Company reason. This measurement is reported at a circuit level for all Specials.

Levels of Disaggregation:

Geographic (See Appendix Four)

- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale.
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

50. Measurement (cont'd)

Calculation:
(# of circuits completed
greater than 30 days following
the due date ÷ total installed
circuits) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - Low

Tier 2 - None

Benchmark:

Parity with the Company Retail.

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

Original Sheet No. 197

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

51. Measurement

(D)

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

Original Sheet No. 198

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

(D)

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

Original Sheet No. 199

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Provisioning (cont'd)

51.1. Measurement

(D)

(D)/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Maintenance

52. Measurement

Mean Time To Restore

Definition:

Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.

Exclusions:

- UNE and Interconnection Trunk.
- No Access Time.
- Delayed Maintenance Time.

Business Rules:

The start time is when the customer report is received and the stop time is when the report is closed in WFA. Specials are selected based on a specific service code off of the circuit ID.

Levels of Disaggregation:

Geographic (See Appendix Four)

- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale.
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Maintenance (cont'd)

52. Measurement (cont'd)

Calculation:

$$\Sigma[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Maintenance (cont'd)

53. Measurement

Percent Repeat Reports

Definition:

Percentage of network customer trouble reports received within 30 calendar days of a previous customer report.

Exclusions:

- UNE and Interconnection Trunk

Business Rules:

Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.

Levels of Disaggregation:

Geographic (See Appendix Four)

- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale.
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Maintenance (cont'd)

53. Measurement (cont'd)

Calculation:
(# of network customer trouble
reports received within 30
calendar days of a previous
customer trouble report ÷ total
network customer trouble
reports) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Maintenance (cont'd)

54. Measurement
Failure Frequency

Definition:

The number of network customer trouble reports within a calendar month per 100 circuits.

Exclusions:

- UNE and Interconnection Trunks

Business Rules:

Telecommunications carrier and the Company repair reports are entered into and tracked via WFA. Measured reports are counted in the month they close.

Levels of Disaggregation:

Geographic (See Appendix Four)

- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale.
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Maintenance (cont'd)

54. Measurement (cont'd)

Calculation:
(# of network trouble reports ÷
Total in service circuits) ÷
100)

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Maintenance (cont'd)

54.1 Measurement

Trouble Report Rate Net of Installation and Repeat Reports

Definition:

The number of customer trouble reports exclusive of installation and repeat reports within a calendar month per 100 circuits.

Exclusions:

- UNE and Interconnection Trunks.
- Trouble reports coded to Customer Premise Equipment (CPE), Interexchange Carrier/Competitive Access Provider, and Informational.
- Trouble Reports included in PM 46.
- Customer Trouble Reports included in PM 53.

Business Rules:

Telecommunications carrier and Company repair reports are entered into and tracked via WFA. Reports are counted in the month they post.

Levels of Disaggregation:

Geographic (See Appendix Four)

- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale.
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

**Resale Specials and UNE Loop and Port Combinations Combined by the Company
(Excludes "Access" Orders) (cont'd)**

Maintenance (cont'd)

54.1 Measurement (cont'd)

Calculation:
[Count of trouble reports
exclusive of installation and
repeat reports ÷ (Total in-
service circuits ÷ 100)]

Measurement Type:

Tier 1 - Low

Tier 2 - None

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers and the Company.

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs)

Provisioning

55. Measurement

Average Installation Interval

Definition:

Average business days from application date to completion date for N, T, and C orders. The "X" business days is determined based on quantity of UNE stand-alone loops ordered and the associated standard interval.

Exclusions:

- Specials and Interconnection Trunks.
- UNE-Ps captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- Telecommunications carrier requested due dates greater than "X" business days as set out below.
- Telecommunications carrier caused misses.
- Orders where telecommunications carriers are charged expedite charges
- Orders included in PM 55.2
- Service requests involving major projects mutually agreed upon by telecommunications carriers and Company. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

Business Rules:

The Application Date is the day that the Company receives the customer initiated service request. The Completion Date is the day that the Company personnel complete the service order activity. The base of items is out of WFA (Work Force Administration).

If an order is completed on a Saturday, Sunday or Holiday, the Company will include that day in the calculation of interval.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

55. Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

- 2-Wire Analog (1-10)
- 2-Wire Analog (11-20)
- 2-Wire Analog (20+)
- 2-Wire Digital (1-10)
- 2-Wire Digital (11-20)
- 2-Wire Digital (20+)
- DS1 loop(includes PRI)
- Switch Ports - Analog Port
- Switch Ports - BRI Port (1-50)
- Switch Ports - BRI Port (50+)
- Switch Ports - PRI Port (1-20)
- Switch Ports - PRI Port (20+)
- DS1 Trunk Port (1 to 10)
- DS1 Trunk Port (11 to 20)
- DS1 Trunk Port (20+)
- Dedicated Transport (DS0, DS1, and DS3) (1-10)
- Dedicated Transport (DS0, DS1, and DS3) (11-20)
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

55. Measurement (cont'd)

Calculation:

$$\left[\sum (\text{Completion Date} - \text{Application Date}) \right] \div (\text{Total items completed})$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

The standard offered interval is defined in business days as follows:

- 2-Wire Analog (1-10) - 3 days
- 2-Wire Analog (11-20) - 7 days
- 2-Wire Analog (20+) - 10 days
- 2-Wire Digital (1-10) - 3 days
- 2-Wire Digital (11-20) - 7 days
- 2-Wire Digital (20+) - 10 days
- DS1 loop (includes PRI) - 3 days
- Switch Ports - Analog Port - 2 days
- Switch Ports - BRI Port (1-50) - 3 days
- Switch Ports - BRI Port (50+) - 5 days
- Switch Ports - PRI Port (1-20) - 5 days
- Switch Ports - PRI Port (20+) - 10 days
- DS1 Trunk Port (1-10) - 3 days
- DS1 Trunk Port (11-20) - 5 days
- DS1 Trunk Port (20+) - ICB
- Dedicated Transport (DS0, DS1, and DS3) (1-10) - 3 days
- Dedicated Transport (DS0, DS1, and DS3) (11-20) - 5 days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types - ICB

Illinois requires parity.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

55.1 Measurement

Average Installation Interval - DSL

Definition:

Average calendar days from application date to completion date for N, T, and C orders.

Exclusions:

- Orders that are not N, T, or C.
- Telecommunications carrier requested due dates greater than the offered interval.
- Telecommunications carrier caused misses.
- Orders where CLECs are charged expedite charges

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

55.1 Business Rules:

The Application Date is the day that the telecommunications carrier authorizes the Company to provision the DSL based on the loop qualification. If the loop qualification determines that no conditioning is required, the Company will initiate the service order when the loop qualification is returned from the Company engineering but the date the order was received will be the application date. If conditioning is required, the Company will reject the order back to the telecommunications carrier and wait for a supplement from the telecommunications carrier notifying the Company of the appropriate action to take. If the telecommunications carrier supplements the DSL order, the Company will issue the order and the application date will be the date that the Company receives the supplement. The Completion Date is the day that the Company personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at a circuit level.

If an order is completed on a Saturday, Sunday or Holiday, the Company will include that day in the calculation of interval.

Levels of Disaggregation:

Geographic (See Appendix Four)

Loops requiring conditioning

- Line Sharing
- No Line Sharing

Loops requiring no conditioning

- Line Sharing
- No Line Sharing

Broadband DSL

- Line Sharing
- No Line Sharing

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

55.1 Measurement (cont'd)

Calculation:

$$\left[\sum (\text{Completion Date} - \text{Application Date}) \right] \div (\text{Total items completed})$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

- Non-Conditioned Loops with no line sharing- 5 Business Days. Critical z-value applies.
- Conditioned Loops with no line sharing - 10 Business Days. Critical z-value applies.
- Loops with line sharing - Parity
- Loops with no line sharing - 5 Business Days

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

55.2 Measurement

Average Installation Interval for Loop With LNP

Definition:

Average business days from the receipt of an accurate LSR to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than "X" business days. The "X" business days is determined based on quantity of UNE loops ordered and the associated standard interval.

Exclusions:

- Specials and Interconnection Trunks
- UNE-P captured in the POTS or Specials measurements
- Orders that are not N, T or C
- Customer requested due dates greater than "X" business days. X is defined as follows:

	Std. Interval	"X" Days
Non-CHC/Excluding FDT		
• Loop with LNP (1-10)	3 days	4 days
• Loop with LNP (11-20)	7 days	8 days
• Loop with LNP (21+)	10 days	11 days
CHC		
• Loop with LNP (1-10)	5 days	6 days
• Loop with LNP (11-20)	7 days	8 days
• Loop with LNP (21+)	10 days	11 days
FDT		
• Loop with LNP (1-10)	5 days	6 days
• Loop with LNP (11-20)	7 days	8 days
• Loop with LNP (21+)	10 days	11 days

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

55.2 Measurement (cont'd)

Exclusions: (cont'd)

- Customer caused misses
- NPAC caused delays unless caused by the Company
- Orders where telecommunications carriers are charged expedite charges
- Service requests/order involving major projects mutually agreed upon by telecommunications carriers and the Company. For Loop with LNP, a project is defined as >100 lines, circuits and/or telephone numbers.

Business Rules:

The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that Company personnel complete the service order activity. From an interval perspective, an LSR received before 3PM is considered to be received on that day, an LSR received after 3PM is considered to be received the next day. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.

If an order is completed on a Saturday, Sunday, or Holiday, the Company will include that day in the calculation of interval.

For partial LNP conversions that require restructuring of customer account:

- 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.
- >30 TNs, including entire NXX: The due dates are negotiated.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

55.2 Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

CHC

- Loop with LNP (1-10)
- Loop with LNP (11-20)
- Loop with LNP (21+)

Non-CHC

- Loop with LNP (1-10)
- Loop with LNP (11-20)
- Loop with LNP (21+)

FDT

- Loop with LNP (1-10)
- Loop with LNP (11-20)
- Loop with LNP (21+)

Calculation:

$$\left[\sum (\text{Completion Date} - \text{Application Date}) \right] \div (\text{Total number of orders completed})$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers and the Company Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

55.3 Measurement

Percent xDSL-Capable Loop Orders Requiring the Removal of Load Coils and or Repeaters.

Definition:

The percentage of all xDSL-capable loops, greater than 12,000 feet (based on designed loop makeup information), ordered that require the removal of load coils or repeaters to provision xDSL services.

Exclusions:

- Loops under 12,000 feet
- Loops conditioned through the FMOD process

Business Rules:

The percentage of all orders for xDSL-capable loops where the removal of load coils or repeaters has been requested by the telecommunications carrier.

This PM is measuring loops conditioned based on pre-qualification data rather than loop conditioning required by the FMOD process. In other words, loops that are conditioned through the FMOD process SHOULD NOT be counted in this measure.

Levels of Disaggregation:

- Loops between 12,000 feet and 17,500 feet
- Loops over 17,500 feet

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Resale POTS, Resale Specials and UNES (cont'd)

Pre-Ordering/Ordering (cont'd)

55.3 Measurement (cont'd)

Calculation:

$$\left[\sum (\text{number of xDSL-capable loops requesting the removal of load coils or repeaters}) \div (\text{Total number of orders for xDSL-capable loops UNES completed}) \right] * 100$$

Report Structure:

Reported for telecommunications carrier, the Company DSL Affiliate, and all telecommunications carriers.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

56. Measurement

Percent Installations Completed Within Customer Requested Due Date

Definition:

Percent installations completed within customer requested due date when the date is later than or equal to the standard offered interval as defined in the telecommunications carrier manual or, if expedited (accepted or not accepted), the date agreed to by the Company.

Exclusions:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- Telecommunications carrier caused misses.
- Orders where telecommunication carriers are charged expedite charges
- Orders included in PM 56.1

Business Rules:

The Application Date is the day that the Company receives the customer initiated service request. The Completion Date is the day that the Company personnel complete the service order activity. The base of items is out of WFA (Work Force Administration).

If an order is completed on a Saturday, Sunday or Holiday, the Company will include that day in the calculation of interval.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

56. Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

- 2-Wire Analog (1-10) - 3 days
- 2-Wire Analog (11-20) - 7 days
- 2-Wire Analog (20+) - 10 days
- 2-Wire Digital (1-10) - 3 days
- 2-Wire Digital (11-20) - 7 days
- 2-Wire Digital (20+) - 10 days
- DS1 loop (includes PRI) - 3 days
- Switch Ports - Analog Port - 2 days
- Switch Ports - BRI Port (1-50) - 3 days
- Switch Ports - BRI Port (50+) - 5 days
- Switch Ports - PRI Port (1-20) - 5 days
- Switch Ports - PRI Port (20+) - 10 days
- DS1 Trunk Port (1-10) - 3 days
- DS1 Trunk Port (11-20) - 5 days
- DS1 Trunk Port (20+) - ICB
- Dedicated Transport (DS0, DS1, and DS3) (1-10) - 3 days
- Dedicated Transport (DS0, DS1, and DS3) (11-20) - 5 days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types - ICB
- DSL with no Line Sharing - Non Conditioned - 5 days
- DSL with no Line Sharing - Conditioned - 10 days
- DSL with Line Sharing - Parity with Company Affiliate
- UNE Loop Projects (Service requests/orders with >100 lines, circuits and/or telephone numbers, or mutually agreed to) - all orders included in the Projects disaggregation are excluded from any other disaggregation.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

56. Measurement (cont'd)

Calculation:
(# of items installed within the
customer requested due date ÷
total items) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers and the Company Affiliate.

Measurement Type:
Tier 1 - High
Tier 2 - High

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

56. Measurement (cont'd)

Benchmark:

Illinois requires Parity.

- 2-Wire Analog (1-10) - 3 days
- 2-Wire Analog (11-20) - 7 days
- 2-Wire Analog (20+) - 10 days
- 2-Wire Digital (1-10) - 3 days
- 2-Wire Digital (11-20) - 7 days
- 2-Wire Digital (20+) - 10 days
- DS1 loop (includes PRI) - 3 days
- Switch Ports - Analog Port - 2 days
- Switch Ports - BRI Port (1-50) - 3 days
- Switch Ports - BRI Port (50+) - 5 days
- Switch Ports - PRI Port (1-20) - 5 days
- Switch Ports - PRI Port (20+) - 10 days
- DS1 Trunk Port (1-10) - 3 days
- DS1 Trunk Port (11-20) - 5 days
- DS1 Trunk Port (20+) - ICB
- Dedicated Transport (DS0, DS1, and DS3) (1-10) - 3 days
- Dedicated Transport (DS0, DS1, and DS3) (11-20) - 5 days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types - ICB
- DSL with no Line Sharing - Non Conditioned - 5 days
- DSL with no Line Sharing - Conditioned - 10 days
- DSL with Line Sharing - Parity with Company Affiliate
- UNE Loop Projects - As negotiated/ICB

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

56.1 Measurement

Percent Installations Completed Within the Customer Requested Due Date for Loop With LNP

Definition:

Percent installations completed within customer requested due date when the date is later than or equal to the standard offered interval as defined in the telecommunications carrier manual or, if expedited (accepted or not accepted), the date agreed to by the Company.

Exclusions:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- Telecommunications carrier caused misses.
- NPAC caused delays unless caused by the Company.

Business Rules:

The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that the Company personnel complete the service order activity. If the telecommunications carrier submits the LSR prior to 3:00 p.m. the telecommunications carrier may request a 3-day interval. If the LSR is submitted after 3:00 p.m. the telecommunications carrier can request a 4-day interval. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.

For partial LNP conversions that require restructuring of customer account:

- 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.
- 30 TNs, including entire NXX: The due dates are negotiated.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

56.1 Measurement (cont'd)

Levels of Disaggregation:

- Aggregate
 - Loop with LNP (1-10)
 - Loop with LNP (11-20)
 - Loop with LNP (>20)
- CHC - Diagnostic
 - Loop with LNP (1-10)
 - Loop with LNP (11-20)
 - Loop with LNP (>20)
- FDT - Diagnostic
 - Loop with LNP (1-10)
 - Loop with LNP (11-20)
 - Loop with LNP (>20)
- Projects
 - Loop with LNP (Service request/order with >100 lines, circuits and/or telephone numbers, or mutually agreed to) - all service requests/orders included in Projects disaggregation are excluded from any other disaggregation.

Calculation:
(Count of N, T, C orders
installed within customer
requested due date ÷ total N, T,
C orders excluding those
requested earlier than the
standard offered interval) * 100

Report Structure:
Reported for telecommunications
carrier and all telecommunications
carriers.

Measurement Type:

- Tier 1 - High
- Tier 2 - High

Benchmark:

95% within the customer requested due date for Aggregate and Projects only. CHC and FDT are provided on a diagnostic basis and are not subject to damages or assessments.

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

Original Sheet No. 225

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

57. Measurement

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

Original Sheet No. 226

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

58. Measurement

Percent Company Caused Missed Due Dates

Definition:

Percentage of items where installations are not completed by the negotiated due date.

Exclusions:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- Telecommunications carrier caused misses.
- Orders included in CLEC WI 11 - FMOD Missed Due Date

Business Rules:

This includes items completed after the Due Date, due to a Company reason. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.

The number of items on orders cancelled after a Company-caused missed due date is included in both the numerator and denominator.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

58. Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

- 8.0 dB Loops
 - With Test Access
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing

Calculation:

(# of UNEs with missed due dates
and the number of UNEs cancelled
after the due date as result of
a Company cause ÷ total items
installed and total items
cancelled as result of a Company
cause) *100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

58. Measurement (cont'd)

Measurement Type:

Tier 1 - High

Tier 2 - High

Benchmark:

Parity:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

Retail Comparison:

POTS (Res/Bus and FW)

Note: The Company comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- | | |
|--|----------------------------------|
| • BRI Loop with Test Access | ISDN BRI |
| • ISDN BRI Port | ISDN BRI |
| • DS1 Loop | DS1 & ISDN PRI |
| - With Test Access | |
| • Dedicated Transport | |
| - DS1 | DS1 |
| - DS3 | DS3 |
| • Subtending Channel | |
| - 23B | DDS |
| - 1D | DDS |
| • Analog Trunk Port | VGPL |
| • Subtending Digital Direct Combination Trunks | VGPL |
| • Dark Fiber | DS3 |
| • DSL Loops | |
| - Line Sharing | Parity w/Company Affiliate |
| - No Line Sharing | 5% (No critical z-value applies) |
| • Broadband DSL | |
| - Line Sharing | Parity w/Company Affiliate |
| - No Line Sharing | 5% (No critical z-value applies) |

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

59. Measurement

Percent Trouble Reports Within 30 Days (I-30) of Installation

Definition:

Percentage of items that receive a network customer trouble report within 30 calendar days of service order completion.

Exclusions:

- Specials and Interconnection Trunks.
- Non-measured reports (CPE, Interexchange, and Information reports).
- UNE-P captured in the POTS or Specials measurements.
- Trouble report received on the due date before service order completion.
- Orders that are not N, T, or C.
- PTRs as defined in PM 115.1

Business Rules:

A trouble report is counted if it is received within 30 days of a service order completion. The service order which generated the report must be an "add" in order for the trouble report to be counted. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs.

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

59. Measurement (cont'd)

Level of Disaggregation:

Geographic (See Appendix Four)

- 8.0 dB Loops
 - With Test Access
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing

Calculation:

(# of UNEs that receive a network
customer trouble report within 30
calendar days of service order
completion ÷ total items installed)
* 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of
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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

59. Measurement (cont'd)

Measurement Type:

- Tier 1 - High
- Tier 2 - High

Benchmark:

Parity:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

Retail Comparison:
POTS (Res/Bus and FW)

Note: The Company comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- | | |
|--|----------------------------------|
| • BRI Loop with Test Access | ISDN BRI |
| • ISDN BRI Port | ISDN BRI |
| • DS1 Loop | DS1 & ISDN PRI |
| - With Test Access | |
| • Dedicated Transport | |
| - DS1 | DS1 |
| - DS3 | DS3 |
| • Subtending Channel | |
| - 23B | DDS |
| - 1D | DDS |
| • Analog Trunk Port | VGPL |
| • Subtending Digital Direct Combination Trunks | VGPL |
| • Dark Fiber | DS3 |
| • DSL Loops | |
| - Line Sharing | Parity w/Company Affiliate |
| - No Line Sharing | 6% (No critical z-value applies) |
| • Broadband DSL | |
| - Line Sharing | Parity w/Company Affiliate |
| - No Line Sharing | 6% (No critical z-value applies) |

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

60. Measurement

Percent Company Missed Due Dates Due To Lack Of Facilities

Definition:

Percentage of items with missed committed due dates due to lack of facilities.

Exclusions:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.

Business Rules:

Includes order with a completion date that is greater than the due date based on a Company missed reason code for lack of facilities. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

60. Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

- 8.0 dB Loops
 - With Test Access
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing

Note: The above disaggregations are reported for >30 calendar days
and >90 calendar days

Calculation:

(# of UNEs with missed committed
due dates due to lack of
facilities ÷ total items
installed) * 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

60. Measurement (cont'd)

Measurement Type:

Tier 1 - Low

Tier 2 - None

Benchmark:

Parity:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

Retail Comparison:

POTS (Res/Bus and FW)

Note: The Company comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- | | |
|-----------------------------|----------------------------|
| • BRI Loop with Test Access | ISDN BRI |
| • ISDN BRI Port | ISDN BRI |
| • DS1 Loop | DS1 & ISDN PRI |
| - With Test Access | |
| • Dedicated Transport | |
| - DS1 | DS1 |
| - DS3 | DS3 |
| • Subtending Channel | |
| - 23B | DDS |
| - 1D | DDS |
| • Analog Trunk Port | VGPL |
| • Subtending Digital Direct | |
| Combination Trunks | VGPL |
| • Dark Fiber | DS3 |
| • DSL Loops | |
| - Line Sharing | Parity w/Company Affiliate |
| - No Line Sharing | 5% (No critical z-value |
| | applies |

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

61. Measurement

Average Delay Days for Missed Due Dates Due To Lack Of Facilities

Definition:

Average calendar days from due date to completion date on Company missed items due to lack of facilities.

Exclusions:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.

Business Rules:

Includes orders missed due to lack of facilities that are selected based on the missed reason code. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

61. Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

- 8.0 dB Loops
 - With Test Access
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing

Note: The above disaggregations are reported for >30 calendar days
and >90 calendar days

Calculation:

$$\frac{\Sigma(\text{Completion date} - \text{UNE (8db loops are measured at the order level) due date})}{\text{total closed items with Company caused missed due dates due to lack of facilities}}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

61. Measurement (cont'd)

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Parity:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

Retail Comparison:
POTS (Res/Bus and FW)

Note: The Company comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- | | |
|-----------------------------|----------------------------|
| • BRI Loop with Test Access | ISDN BRI |
| • ISDN BRI Port | ISDN BRI |
| • DS1 Loop | DS1 & ISDN PRI |
| - With Test Access | |
| • Dedicated Transport | |
| - DS1 | DS1 |
| - DS3 | DS3 |
| • Subtending Channel | |
| - 23B | DDS |
| - 1D | DDS |
| • Analog Trunk Port | VGPL |
| • Subtending Digital Direct | |
| Combination Trunks | VGPL |
| • Dark Fiber | DS3 |
| • DSL Loops | Parity w/Company Affiliate |
| - Line Sharing | |
| - No Line Sharing | |

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

62. Measurement

Average Delay Days For Company Caused Missed Due Dates

Definition:

Average calendar days from due date to completion date on Company missed items.

Exclusions:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.

Business Rules:

The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

62. Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

- 8.0 dB Loops
 - With Test Access
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing

Calculation:

$$\frac{\sum(\text{Completion date} - \text{UNE due date})}{\div (\text{total closed items with Company caused missed due dates})}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

62. Measurement (cont'd)

Measurement Type:

Tier 1 - Medium

Tier 2 - None

Benchmark:

Parity:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

Retail Comparison:

POTS (Res/Bus and FW)

Note: The Company comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- | | |
|-----------------------------|------------------------------------|
| • BRI Loop with Test Access | ISDN BRI |
| • ISDN BRI Port | ISDN BRI |
| • DS1 Loop | DS1 & ISDN PRI |
| - With Test Access | |
| • Dedicated Transport | |
| - DS1 | DS1 |
| - DS3 | DS3 |
| • Subtending Channel | |
| - 23B | DDS |
| - 1D | DDS |
| • Analog Trunk Port | VGPL |
| • Subtending Digital Direct | |
| Combination Trunks | VGPL |
| • Dark Fiber | DS3 |
| • DSL Loops | |
| - Line Sharing | Parity w/Company Affiliate |
| - No Line Sharing | 6.5% (No critical z-value applies) |

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

63. Measurement

Percent Company Caused Missed Due Dates > 30 days

Definition:

Percentage of items where installation was completed greater than 30 days following the due date.

Exclusions:

- Specials and Interconnection Trunks.
- Telecommunications carrier-caused misses.

Business Rules:

This includes items completed after the Due Date, due to a Company reason. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

63. Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

- 8.0 dB Loops
 - With Test Access
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing

Calculation:

(# of UNEs completed greater
than 30 days following the due
date ÷ total items) * 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

63. Measurement (cont'd)

Measurement Type:

Tier 1 - Low

Tier 2 - None

Benchmark:

Parity:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

Retail Comparison:

POTS (Res/Bus and FW)

Note: The Company comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- | | |
|-----------------------------|----------------------------------|
| • BRI Loop with Test Access | ISDN BRI |
| • ISDN BRI Port | ISDN BRI |
| • DS1 Loop | DS1 & ISDN PRI |
| - With Test Access | |
| • Dedicated Transport | |
| - DS1 | DS1 |
| - DS3 | DS3 |
| • Subtending Channel | |
| - 23B | DDS |
| - 1D | DDS |
| • Analog Trunk Port | VGPL |
| • Subtending Digital Direct | |
| Combination Trunks | VGPL |
| • Dark Fiber | DS3 |
| • DSL Loops | |
| - Line Sharing | Parity w/Company Affiliate |
| - No Line Sharing | 5% (No critical z-value applies) |

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

Original Sheet No. 245

1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

64. Measurement

(D)

(D)/1/

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

Original Sheet No. 246

1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

(D)

(D)/1/

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

Original Sheet No. 247

1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

64.1 Measurement

(D)

(D)/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

65. Measurement

Trouble Report Rate

Definition:

The number of network customer trouble reports within a calendar month per 100 UNEs.

Exclusions:

- Specials and Interconnection Trunks.
- Non-measured reports (CPE, Interexchange, and Information reports).
- PTRs as defined in PM 115.1

Business Rules:

Repair reports are entered into and tracked via WFA. Reports are counted in the month they close.

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

65. Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

- 8.0 dB Loops
 - With Test Access
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Interconnection Trunks
- Broadband DSL
 - Line Sharing
 - No Line Sharing

Calculation:

[# of network trouble reports ÷
(Total UNEs in service ÷ 100)]

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

65. Measurement (cont'd)

Measurement Type:

- Tier 1 - None
- Tier 2 - None

Benchmark:

Parity:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

Retail Comparison:

POTS (Res/Bus and FW)

Note: The Company comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- | | |
|--|----------------------------------|
| • BRI Loop with Test Access | ISDN BRI |
| • ISDN BRI Port | ISDN BRI |
| • DS1 Loop | DS1 & ISDN PRI |
| - With Test Access | |
| • Dedicated Transport | |
| - DS1 | DS1 |
| - DS3 | DS3 |
| • Subtending Channel | |
| - 23B | DDS |
| - 1D | DDS |
| • Analog Trunk Port | VGPL |
| • Subtending Digital Direct Combination Trunks | VGPL |
| • Dark Fiber | DS3 |
| • DSL Loops | |
| - Line Sharing | Parity w/Company Affiliate |
| - No Line Sharing | 3% (No critical z-value applies) |
| • Interconnection Trunks | Inter-office Trunks |
| • Broadband DSL | |
| - Line Sharing | Parity w/Company Affiliate |
| - No Line Sharing | 3% (No critical z-value applies) |

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

65.1 Measurement

Trouble Report Rate net of installation and repeat reports

Definition:

The number of customer trouble reports exclusive of installation and repeat reports within a calendar month per 100 UNEs.

Exclusions:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational.
- Excludes PTRs as defined in PM 115.
- Excludes any trouble reports counted in PM 59 or PM 69.

Business Rules:

Repair reports are tracked by trouble ticket type. Reports are counted in the month they post.

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

65.1 Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

- 8.0 dB Loops
 - With Test Access
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Interconnection Trunks
- Broadband DSL
 - Line Sharing
 - No Line Sharing

Calculation:

[Count of trouble reports less
installation and repeat reports
÷ (Total UNEs in service ÷ 100)]

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

65.1 Measurement (cont'd)

Measurement Type:

- Tier 1 - High
- Tier 2 - High

Benchmark:

Parity:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

Retail Comparison:

POTS (Res/Bus and FW)

Note: The Company comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- | | |
|--|----------------------------------|
| • BRI Loop with Test Access | ISDN BRI |
| • ISDN BRI Port | ISDN BRI |
| • DS1 Loop | DS1 & ISDN PRI |
| - With Test Access | |
| • Dedicated Transport | |
| - DS1 | DS1 |
| - DS3 | DS3 |
| • Subtending Channel | |
| - 23B | DDS |
| - 1D | DDS |
| • Analog Trunk Port | VGPL |
| • Subtending Digital Direct Combination Trunks | VGPL |
| • Dark Fiber | DS3 |
| • DSL Loops | |
| - Line Sharing | Parity w/Company Affiliate |
| - No Line Sharing | 3% (No critical z-value applies) |
| • Interconnection Trunks | Inter-office Trunks |
| • Broadband DSL | |
| - Line Sharing | Parity w/Company Affiliate |
| - No Line Sharing | 3% (No critical z-value applies) |

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance (cont'd)

66. Measurement

Percent Missed Repair Commitments

Definition:

Percentage of trouble reports not cleared by the commitment time due to Company reasons.

Exclusions:

- Specials and Interconnection Trunks.
- All Combos other than 8dB loops.
- Non-measured reports (CPE, Interexchange, and Information reports).

Business Rules:

The commitment time is defined as 24 hours. If the cleared date and time minus the receive date and time > 24 hours, it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID. Reports are counted the month they are closed.

Levels of Disaggregation:

Geographic (See Appendix Four)

- 2-Wire Analog 8dB Loop.
- DSL Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance (cont'd)

66. Measurement (cont'd)

Calculation:	Report Structure:
(# of trouble reports not cleared by the commitment time for Company reasons ÷ total trouble reports) * 100	Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Parity with Company POTS Business for 2-Wire Analog 8dB Loop.
Parity with Company Affiliate for DSL line sharing and no line sharing.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance (cont'd)

67. Measurement

Mean Time To Restore

Definition:

Average duration of network telecommunications carrier trouble reports from the receipt of the telecommunications carrier trouble report to the time the trouble report is cleared.

Exclusions:

- Specials and Interconnection Trunks.
- Non-measured reports (CPE, Interexchange, and Information reports).
- No Access Time.
- Delayed Maintenance Time.

Business Rules:

The start time is when the report is received. The stop time is when the report is cleared in WFA.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance (cont'd)

67. Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

- 8.0 dB Loops
 - With Test Access
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Interconnection Trunks
- Broadband DSL
 - Line Sharing
 - No Line Sharing

Note: Above disaggregations also reported for Dispatch and No Dispatch.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance (cont'd)

67. Measurement (cont'd)

Calculation:

$$\sum[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - High

Tier 2 - High

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance (cont'd)

67. Measurement (cont'd)

Benchmark:

Parity:

Retail Comparison:

- 8.0 dB Loops - Dispatched
 - With Test Access
 - Without Test Access
- 8.0 dB Loops - Non-Dispatched
 - With Test Access
 - Without Test Access

POTS (Res/Bus and FW)

POTS (Res/Bus and FW)

Note: The Company comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- | | |
|-----------------------------|---------------------------------------|
| • BRI Loop with Test Access | ISDN BRI |
| • ISDN BRI Port | ISDN BRI |
| • DS1 Loop | DS1 & ISDN PRI |
| - With Test Access | |
| • Dedicated Transport | |
| - DS1 | DS1 |
| - DS3 | DS3 |
| • Subtending Channel | |
| - 23B | DDS |
| - 1D | DDS |
| • Analog Trunk Port | VGPL |
| • Subtending Digital Direct | |
| Combination Trunks | VGPL |
| • Dark Fiber | DS3 |
| • DSL Loops | |
| - Line Sharing | Parity w/Company Affiliate |
| - No Line Sharing | 9 Hours (No critical z-value applies) |
| • Broadband DSL | |
| - Line Sharing | Parity w/Company Affiliate |
| - No Line Sharing | 9 Hours (No critical z-value applies) |

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance (cont'd)

68. Measurement

Percent Out Of Service (OOS) < "24" Hours

Definition:

Percentage of OOS trouble reports cleared in less than 24 hours.

Exclusions:

- Specials and Interconnection Trunks.
- All Combos other than 8dB Loops.
- Non-measured reports (CPE, Interexchange, and Information reports).

Business Rules:

The close date and time minus the receive date and time must be greater than 0 and less than 24 hours for it to count as a trouble report that was cleared in less than 24 hours.

Levels of Disaggregation:

Geographic (See Appendix Four)

- 2-Wire Analog 8dB Loop.

Calculation:

$$\frac{(\# \text{ of OOS trouble reports} < 24 \text{ hours} \div \text{total OOS trouble reports}) * 100}{}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - Medium
Tier 2 - None

Benchmark:

Parity with Company POTS Business and Residence combined.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance (cont'd)

69. Measurement

Percent Repeat Reports

Definition:

Percentage of network customer trouble reports received within 30 calendar days of a previous customer trouble report.

Exclusions:

- Specials and Interconnection Trunks.
- Non-measured reports (CPE, Interexchange, and Information reports).

Business Rules:

Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance (cont'd)

69. Measurement (cont'd)

Levels of Disaggregation:

Geographic (See Appendix Four)

- 8.0 dB Loops
 - With Test Access
 - Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Interconnection Trunks
- Broadband DSL
 - Line Sharing
 - No Line Sharing

Calculation:

(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) * 100

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Maintenance (cont'd)

69. Measurement (cont'd)

Measurement Type:

Tier 1 - High

Tier 2 - High

Benchmark:

Parity:

Retail Comparison:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

POTS (Res/Bus and FW)

Note: The Company comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

- | | |
|-----------------------------|-----------------------------------|
| • BRI Loop with Test Access | ISDN BRI |
| • ISDN BRI Port | ISDN BRI |
| • DS1 Loop | DS1 & ISDN PRI |
| - With Test Access | |
| • Dedicated Transport | |
| - DS1 | DS1 |
| - DS3 | DS3 |
| • Subtending Channel | |
| - 23B | DDS |
| - 2D | DDS |
| • Analog Trunk Port | VGPL |
| • Subtending Digital Direct | |
| Combination Trunks | VGPL |
| • Dark Fiber | DS3 |
| • DSL Loops | |
| - Line Sharing | Parity w/Company Affiliate |
| - No Line Sharing | 12% (No critical z-value applies) |
| • Interconnection Trunks | Parity w/Retail Equivalent |
| • Broadband | |
| - Line Sharing | Parity w/Company Affiliate |
| - No Line Sharing | 12% (No critical z-value applies) |

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

70. Measurement

Percentage of Trunk Blockage (Call Blockage)

Definition:

Percentage of calls blocked on outgoing traffic from the Company end office to telecommunications carrier end office and from the Company tandem to telecommunications carrier end office.

Exclusions:

- Weekends and Holidays
- If telecommunications carriers have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control.
- The Company is ready for turn-up on Due Date and telecommunications carrier is not ready or not available for turn-up of trunks.
- If telecommunications carrier does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 days when a Call Blocking situation is identified by the Company or in the timeframe specified in the ICA.
- If telecommunications carrier fails to provide a forecast.
- If telecommunications carrier's actual trunk usage, as shown by the Company from traffic usage studies, is more than 25% above telecommunications carrier's most recent forecast, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement.

Note: The exclusions do not apply if the Company fails to timely provide telecommunications carrier with traffic utilization data reasonably required for telecommunications carrier to develop its forecast or if the Company refuses to accept telecommunications carrier trunk orders (ASRs or TGSRs) that are within the telecommunications carrier's reasonable forecast regardless of what the current usage data is.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

70. Measurement (cont'd)

Business Rules:

Blocked calls and total calls are gathered during 20 business days.

Levels of Disaggregation:

- Company end office to telecommunications carrier end office.
- Company tandem to telecommunications carrier end office.

Calculation:

$(\# \text{ of blocked calls} \div \text{total calls offered}) * 100$

Report Structure:

Reported for telecommunications carrier and all telecommunications carriers.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Dedicated Trunk Groups not to exceed blocking standard of B.01. Parity with Company Retail to be reported though performance greater than or equal to the benchmark not in parity with Company Retail will not be subject to remedy payments, and will not be reported as a "missed" result. Performance below the benchmark, regardless of whether or not in parity with Company Retail, will result in the Company being subject to remedy payments for this measurement.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

70.1 Measurement
Trunk Blockage Exclusions

Definition:

Number of calls blocked on outgoing traffic from Company end office to telecommunications carrier end office and from Company tandem to telecommunications carrier end office that are excluded from the trunk blockage data reported under PM 70.

Exclusions:

- Weekends and Holidays
- If telecommunications carriers have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control.
- The Company is ready for turn-up on Due Date and telecommunications carrier is not ready or not available for turn-up of trunks.
- If telecommunications carrier does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 days when a Call Blocking situation is identified by the Company or in the timeframe specified in the ICA.
- If telecommunications carrier fails to provide a forecast.
- If telecommunications carrier's actual trunk usage, as shown by the Company from traffic usage studies, is more than 25% above telecommunications carrier's most recent forecast, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement.

Note: The exclusions do not apply if the Company fails to timely provide telecommunications carrier with traffic utilization data reasonably required for telecommunications carrier to develop its forecast or if the Company refuses to accept telecommunications carrier trunk orders (ASRs or TGSRs) that are within the telecommunications carrier's reasonable forecast regardless of what the current usage data is.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

70.1 Measurement (cont'd)

Business Rules:

Number of blocked calls and total calls excluded from the monthly blockage data reported under PM 70. No penalties or liquidated damages apply.

Levels of Disaggregation:

- By Market Region

Calculation:

Count of Excluded blocked calls

Report Structure:

Reported for telecommunications carrier and all telecommunications carriers.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

70.2 Measurement

Percentage of Trunk Blockage (Trunk Groups)

Definition:

Percentage of trunk groups (TGs) with calls blocked on outgoing traffic from Company end office to telecommunications carrier end office, and from Company tandem office to telecommunications carrier end office. This measure is evaluated using a three month rolling average of trunk group blockage. (This measure is only valid if a telecommunications carrier has 20 or more trunk groups.)

Exclusions:

- If telecommunications carriers have more than 10% of the trunks of a particular TG busied-out for maintenance at their end, that TG will be excluded from that months calculations.
- A TG may be excluded from the calculations for a particular month if telecommunications carrier is found to be not ready for turn-up on the negotiated Due Date in 3 consecutive instances within the month.
- If telecommunications carrier does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 business days when a Call Blocking situation is identified in a Final Trunk Group by the Company or in the timeframe specified in the ICA, (Article 4.3.13) the TG in question may be excluded from the calculations for that particular month.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

70.2 Measurement (cont'd):

Exclusions:

- If telecommunications carrier fails to provide a forecast for a particular TG, that TG will be excluded from calculations until a forecast is provided.
- If telecommunications carriers actual "trunks required" calculation, as shown by the Company from traffic usage studies, is more than 150% of telecommunications carrier's forecast for the TG in question, which was delivered to the Company 6 months prior, unless a different timeframe is specified in an interconnection agreement, that particular TG may be excluded from the calculations for that particular month.
- New trunk groups that have not been in service for six months may be excluded from calculations for that 6-month period. Nevertheless, utilization data will be gathered upon turn-up of the TG.

Note: The exclusions do not apply if the Company fails to timely provide the telecommunications carrier with traffic utilization data reasonably required for telecommunications carrier to develop its forecast or if the Company refused to accept telecommunications carrier trunk orders (ASRs or TGSRs) that are within the telecommunications carrier's forecast regardless of what the current usage data is.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

70.2 Measurement (cont'd):

Business Rules:

Blocked calls and total calls are gathered on all reportable trunk groups during the official 20-day study month. Busy hour statistics are determined for reporting purposes.

Levels of Disaggregation:

- Company end office to telecommunications carrier end office
- Company tandem to telecommunications carrier end office

Calculation:

(# of trunk groups exceeding 1% blocking for each of three consecutive months ÷ total # trunk groups in service).

Report Structure:

Reported for telecommunication carrier, all telecommunication carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic.

99% of trunk groups not exceeding 1% blocking for three consecutive months, as a rolling average, with no single TG exceeding 1% blocking for more than 1 month.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

71. Measurement

Common Transport Trunk Group Blockage

Definition:

Percentage of local common transport trunk groups exceeding 2% blockage.

Exclusions:

- No data is collected on weekends.

Business Rules:

Blocked calls and total calls are gathered during the official 20-day study for intraLATA traffic month.

Levels of Disaggregation:

- Common trunk groups where telecommunications carriers share ILEC trunks
- Common trunk groups for telecommunications carriers not shared by ILEC.

Calculation:

$$\left(\frac{\text{\# of common transport trunk groups exceeding 2\% blocking}}{\text{total common transport trunk groups}} \right) * 100.$$

Report Structure:

Reported on local common transport trunk groups and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - High

Benchmark:

2% of trunk groups not to exceed 2% blockage, or parity, whichever allows less blocking in a given month.

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

Original Sheet No. 272

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

72. Measurement

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

73. Measurement

Percentage Missed Due Dates - Interconnection Trunks

Definition:

Percentage of trunk order due dates for interconnection trunks met within customer requested due date when that due date is later than or equal to the standard interval or, if expedited, (accepted or not accepted) the date agreed to by the Company.

Exclusions:

- Telecommunications carrier Caused Misses.

Business Rules:

The Due Date starts the clock. The Completion Date is the day that the Company personnel complete the service order activity and it is accepted by the telecommunications carrier, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level.

Levels of Disaggregation:

- 911
- OS/DA
- SS7
- Interconnection Trunks (non projects - subject to standard interval)
- Interconnection Trunks (Projects - subject to negotiated interval)

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

73. Measurement (cont'd)

Calculation:
(# of trunk circuits missed ÷
total trunk circuits installed)
* 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:
Tier 1 - Medium
Tier 2 - None

Benchmark:
95% within customer requested due date or, if expedited (accepted
or not accepted), the date agreed to by the Company. For
projects, 95% within the negotiated due date.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

74. Measurement

Average Delay Days For Missed Due Dates - Interconnection Trunks

Definition:

Average calendar days from due date to completion date on Company missed interconnection trunk orders.

Exclusions:

- Telecommunications carrier Caused Misses.

Business Rules:

The calculation is the difference in calendar days between the completion date (the date the telecommunications carrier accepts the circuit) and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level.

Levels of Disaggregation:

- 911
- OS/DA
- SS7
- Interconnection Trunks

Calculation:

$$\frac{\sum(\text{Completion date} - \text{committed circuit due date})}{\text{Total completed trunk circuits with missed Due Dates}}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

- Tier 1 - Low
- Tier 2 - None

Benchmark:

Parity with the Company Interoffice Facility Trunks.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

75. Measurement

Percentage Company Caused Missed Due Dates > 30 Days -
Interconnection Trunks

Definition:

Percentage of Interconnection Trunk Circuits where installation
was completed greater than 30 days following the due date.

Exclusions:

- Excludes telecommunications carrier-caused misses.

Business Rules:

The calculation is the difference in calendar days between the
completion date (the date the telecommunications carrier accepts
the circuit) and the due date. The source is WFA (Work Force
Administration) and is at an item or circuit level.

Levels of Disaggregation:

- 911
- OS/DA
- SS7
- Interconnection Trunks

Calculation:

(# of interconnection trunk
circuits completed greater than
30 days following the due date ÷
total installed interconnection
trunk circuits) * 100.

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

Parity with Company Retail.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of
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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

76. Measurement

Average Trunk Restoration Interval - Interconnection Trunks

Definition:

Average time to repair interconnection trunks. This measure is based on calendar days.

Exclusions:

- Excludes non-measured tickets (CPE, Interexchange, or Information).
- No Access/Delayed Maintenance

Business Rules:

The start time is when the report is received. The source is WFA (Work Force Administration) and is at an item or circuit level. The stop time is when the report is cleared in WFA.

Levels of Disaggregation:

- 911
- OS/DA
- SS7
- Interconnection Trunks

Calculation:

$$\frac{\sum[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})]}{\text{total trunk trouble reports}}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

- Tier 1 - Low
- Tier 2 - None

Benchmark:

Parity with Company Retail.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

77. Measurement

Average Trunk Restoration Interval for Service Affecting Trunk Groups

Definition:

The average time to restore service affecting trunk groups.

Exclusions:

- Non measured tickets (CPE, Interexchange, or Information)
- No Access/Delayed Maintenance

Business Rules:

Service affecting is defined as 20% of a trunk group out-of-service that causes trunk group blockage. The clock starts on receipt of a trouble ticket from the telecommunications carrier that identifies a service affecting condition. The clock stops after completion of work by the Company.

Levels of Disaggregation:

- Tandem trunk groups.
- Non-Tandem trunk groups.
- 911
- OS/DA
- SS7
- Interconnection Trunks

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

77. Measurement (cont'd)

Calculation:

$$\frac{\sum[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})]}{\text{total service affecting trunk group trouble reports}}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Tandem trunk groups, 911, OS/DA, SS7 and Interconnections Trunks - 1 hour;
Non-Tandem - 2 hours.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Interconnection Trunks (cont'd)

78. Measurement

Average Interconnection Trunk Installation Interval

Definition:

The average time from receipt of a complete and accurate ASR until the completion of the trunk order.

Exclusions:

- Customer Requested due date greater than 20 Business Days

Business Rules:

The clock starts on the receipt of a complete and accurate ASR and the clock stops on the date the work is completed.

Levels of Disaggregation:

- Interconnection Trunks
- SS7 Links
- OS/DA
- 911 Trunks

Calculation:

$$\frac{\sum(\text{completion date of the trunk order} - \text{receipt date of complete and accurate ASR})}{\text{total installed trunk orders}}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Directory Assistance (DA) and Operator Services (OS)

79. Measurement

Directory Assistance Grade Of Service

Definition:

Percentage of directory assistance calls answered within "X" seconds.

Exclusions:

- None

Business Rules:

The clock starts when the customer enters the queue and the clock stops when a Company representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a telecommunications carrier customer call into the Company call management system queue until the telecommunications carrier customer call is transferred to Company personnel assigned to handling calls for assistance during hours of operation. Calls are categorized into the designated bands to determine the percentage of calls that were answered within "x" seconds.

Levels of Disaggregation:

- < 1.5 seconds
- < 2.5 seconds
- > 7.5 seconds
- > 10.0 seconds
- > 15.0 seconds
- > 20.0 seconds
- > 25.0 seconds

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Directory Assistance (DA) and Operator Services (OS)

79. Measurement (cont'd)

Calculation:
(Calls answered within "x"
seconds ÷ total calls answered)
* 100

Report Structure:
Reported for the aggregate of all
telecommunications carriers, the
Company, and the Company Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Directory Assistance (DA) and Operator Services (OS) (cont'd)

80. Measurement

Directory Assistance Average Speed Of Answer

Definition:

The average time a customer is in queue.

Exclusions:

- None

Business Rules:

The clock starts when the customer enters the queue and the clock stops when a Company representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a telecommunications carrier customer call into the Company call management system queue until the telecommunications carrier customer call is transferred to Company personnel assigned to handling calls for assistance during hours of operation

Levels of Disaggregation:

None

Calculation:

Total queue time ÷ total
calls answered

Report Structure:

Reported for the aggregate of all
telecommunications carriers, the
Company, and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - Low

Benchmark:

7.0 seconds.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Directory Assistance (DA) and Operator Services (OS) (cont'd)

81. Measurement

Operator Services Grade Of Service

Definition:

Percentage of operator services calls answered within "X" seconds.

Exclusions:

- None

Business Rules:

The clock starts when the customer enters the queue and the clock stops when a Company representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a telecommunications carrier customer call into the Company call management system queue until the telecommunications carrier customer call is transferred to Company personnel assigned to handling calls for assistance during hours of operation. Calls are categorized into the designated bands to determine the percentage of calls that were answered within "x" seconds.

Levels of Disaggregation:

- < 1.5 seconds
- < 2.5 seconds
- > 7.5 seconds
- > 10.0 seconds
- > 15.0 seconds
- > 20.0 seconds
- > 25.0 seconds

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Directory Assistance (DA) and Operator Services (OS) (cont'd)

81. Measurement (cont'd)

Calculation:
(Calls answered within "x"
seconds ÷ total calls answered)
* 100

Report Structure:
Reported for the aggregate of all
telecommunications carriers, the
Company, and the Company
Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Directory Assistance (DA) and Operator Services (OS) (cont'd)

82. Measurement

Operator Services Speed Of Answer

Definition:

The average time a customer is in queue.

Exclusions:

- None

Business Rules:

The clock starts when the customer enters the queue and the clock stops when a Company representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a telecommunications carrier customer call into the Company call management system queue until the telecommunications carrier customer call is transferred to Company personnel assigned to handling calls for assistance during hours of operation.

Levels of Disaggregation:

None

Calculation:

Total queue time ÷ total
calls answered

Report Structure:

Reported for the aggregate of all
telecommunications carriers, the
Company, and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - Low

Benchmark:

3.6 seconds.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Directory Assistance (DA) and Operator Services (OS) (cont'd)

83. Measurement

Percentage of Calls Abandoned

Definition:

The percentage of calls where the customer hangs up while the call is in queue.

Exclusions:

- Company generated test calls.

Business Rules:

The clock runs on a 24 hour cycle starting at 6:00 a.m. and ending at 6:00 a.m. This measurement determines the amount of calls that were abandoned against the number of operator positions available during the reporting period in quarter hour intervals.

Levels of Disaggregation:

- OS
- DA

Calculation:

(# of calls abandoned ÷ number
of operator positions available)
* 100

Report Structure:

Reported for the aggregate of all
telecommunications carriers, the
Company, and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Directory Assistance (DA) and Operator Services (OS) (cont'd)

(D)
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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Directory Assistance (DA) and Operator Services (OS) (cont'd)

(D)
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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Directory Assistance (DA) and Operator Services (OS) (cont'd)

(D)
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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

INTERIM NUMBER PORTABILITY (INP)

(D)

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

INTERIM NUMBER PORTABILITY (INP) (cont'd)

88. Measurement

Note:

This measure is not technically feasible to implement as the
Company does not offer INP.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

INTERIM NUMBER PORTABILITY (INP) (cont'd)

(D)

(D)/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

INTERIM NUMBER PORTABILITY (INP) (cont'd)

(D)

(D)/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

91. Measurement

Percentage of LNP Only Due Dates within Industry Guidelines

Definition:

Percentage of LNP Due date interval that meets the industry standard established by the North American Numbering Council (NANC).

Exclusions:

- Telecommunications carrier caused or requested delays.
- NPAC caused delays unless caused by the Company.
- Telecommunications carrier requested Due Dates outside industry guidelines.

Business Rules:

Industry guidelines for due dates for LNP are as follows:

- For Offices in which NXXs are previously opened - 3 Business Days.
- New NXX - 5 Business days on LNP capable NXX.
- Day after new NXX is opened - 4 Business days.

The above-noted due dates are from the date of the FOC issuance.

For partial LNP conversions that require restructuring of a customer account:

- 1-100 TNs: The LNP due date intervals will continue to be three business days and five business days from the issuance of the FOC depending on whether the NXX has been previously opened or is new.
- >100 TNs, including entire NXX: The due dates are negotiated.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

91. Measurement (cont'd)

Levels of Disaggregation:

- NXXs Complete
- NXXs Partial (1-100).

Calculation:
(# of LNP TNS implemented
within Industry guidelines ÷
total LNP TNS) *100

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
96.5%

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

92. Measurement

Percentage of Time the Old Service Provider Releases the
Subscription Prior to the Expiration of the Second 9 Hour (T2)
Timer

Definition:

Percentage of time the old service provider releases
subscription(s) to NPAC within the first (T1) or the second (T2)
9-hour timers.

Exclusions:

- Telecommunications carrier caused or requested delays.
- NPAC caused delays unless caused by the Company.
- Cases where the Company did the release but the New Service Provider did not respond prior to the expiration of the T2 timer. This sequence of events causes the NPAC to send a cancel of the Company's release request. In these cases, the Company may have to re-work to release the TN so it can be ported to meet the due date.

Business Rules:

Number of LNP TNs for which subscription to NPAC was released
prior to the expiration of the second 9-hour (T2) timer.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

92. Measurement (cont'd)

Levels of Disaggregation:
None

Calculation:
(# of LNP TNs for which
subscription to NPAC was
released prior to the
expiration of the second 9-hour
(T2) timer ÷ total LNP TNs for
which the subscription was
released) *100

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
96.5%

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, and the Company Affiliate

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

93. Measurement

Percentage of Customer Accounts Restructured by the LNP Due Date

Definition:

Percentage of accounts restructured within the LNP order due date established in Measurement No. 91, and/or negotiated due date for orders that contain more than 30 TNS.

Exclusions:

- None

Business Rules:

This measure is for partial LNPs only.

For partial LNP conversions tht require restructuring of a customer account:

- 1-100 TNS: The LNP due date intervals will continue to be three business days and five business days from the issuance of the FOC depndng on whether the NXX has been previously opened or is new.
- >100 TNS, including entire NXX: The due dates are negotiated.

Note: The Company restructures the account on the same order as the provisioning.

Levels of Disaggregation:

None

Calculation:

(# of LNP orders that were restructured by LNP due date) ÷ (total LNP orders that require customer accounts to be restructured) *100

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

96.5%

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

94. Measurement

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

(D)

(D)/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

(D)

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

(D)

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

94.1 Measurement

(D)

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

(D)

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

95. Measurement

Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes

Definition:

Average Response time for returning rejected non-mechanized LNP orders with complete and accurate identification of telecommunications carrier-caused errors in the order.

Exclusions:

- None

Business Rules:

For each non-mechanized order, the start time is the receipt date/time of non-mechanized order, and the end time is the transmittal time of rejection notification of the order due to telecommunications carrier-caused errors. The difference between the two is the duration in hours.

Levels of Disaggregation:

- LNP only
- LNP with Loop

Calculation:

$$\frac{\Sigma(\text{Date \& Time of Order reject} - \text{Date and Time Order receipt})}{\text{Total non-mechanized LNP Orders Rejected}}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate.

Measurement Type:

- Tier 1 - Low
- Tier 2 - None

Benchmark:

5 Business Hours.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

96. Measurement

Percentage Pre-mature Disconnects for LNP Orders

Definition:

Percentage of LNP cutovers where the Company prematurely removes the translations, including the 10 digit trigger, prior to the scheduled conversion time.

Exclusions:

- Coordinated Conversions.

Business Rules:

The count of incidents, on an order level, where the translations are released prior to the scheduled conversion. Count the number of cutovers that are prematurely disconnected (translations released prior to the due date).

Levels of Disaggregation:

- LNP only.
- LNP with Loop.

Calculation:

$$\frac{\text{\# of premature disconnects}}{\text{total conversions}} \times 100$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

2% or less cutovers are disconnected prior to the due date (translations are released prior to the due date).

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

97. Measurement

Percentage of Time the Company Applies the 10-digit Trigger Prior to the LNP Order Due Date

Definition:

Percentage of time the Company applies 10-digit trigger, where technically feasible, for LNP or LNP with loop TNS on the day prior to the due date.

Exclusions:

- Where not technically feasible.

Business Rules:

Obtain number of LNP or LNP with loop TNS where the 10-digit trigger was applied on the day prior to due date, and the total number of LNP or LNP with Loop TNS where the 10-digit trigger was applied, where technically feasible.

Levels of Disaggregation:

- LNP only
- LNP with Loop

Calculation:

(# of LNP TNS for which 10-digit trigger was applied 24 hours prior to due date ÷ total LNP TNS for which 10-digit triggers were applied) * 100

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

96.5%

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

98. Measurement

Percentage Trouble LNP (I-Reports) in 30 Days of Installation

Definition:

Percentage of LNP Orders that receive a network customer trouble report within 30 calendar days of service order completion.

Exclusions:

- Excluding subsequent reports and all disposition code "11", "12" & "13" reports (excludable reports).
- Trouble reports caused by CPE or inside wiring.

Business Rules:

Includes trouble reports received the day after Company personnel complete the service order through 30 calendar days after completion.

Levels of Disaggregation:

None

Calculation:

(# of LNP Orders that receive a network customer trouble report within 30 calendar days of service order completion ÷ total LNP Orders) * 100

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Parity with the Company Retail POTS - No Field Work.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

99. Measurement

Average Delay Days for the Company Missed Due Dates (For Stand-Alone LNP Orders)

Definition:

Average calendar days from due date to completion date on Company missed orders.

Exclusions:

- On time or early completions.

Business Rules:

The clock starts on the due date and the clock ends on the completion date based on posted LNP orders. Retail comparison is installations, not disconnects.

Levels of Disaggregation:

LNP Only.

Calculation:

$$\frac{\Sigma(\text{LNP Completion Date} - \text{LNP Order due date})}{\text{total LNP orders where there was the Company caused missed due date}} \times 100$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate

Measurement Type:

Tier 1 - Medium
Tier 2 - Medium

Benchmark:

Parity with the Company Retail POTS - No Field Work.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

100. Measurement

Average Time of Out of Service for LNP Conversions

Definition:

Average time to facilitate the activation request in the Company's network.

Exclusions:

- Telecommunications carrier-caused errors.
- NPAC-caused errors unless caused by the Company.
- Large ports greater than 500 ports.

Business Rules:

The Start time is the Receipt of NPAC broadcast activation message in the Company's LSMS; and the End time is when the Provisioning event is done in the Company's LSMS. Calculate the total difference between the start time and end time in minutes for LNP activations during the reporting period.

Levels of Disaggregation:

None

Calculation:

$\Sigma(\text{LNP stop time} - \text{LNP start time}) \div \text{total LNP activated TNS}$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

60 Minutes

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Local Number Portability (LNP) (cont'd)

101. Measurement

Percent Out of Service < 60 minutes

Definition:

The Number of LNP related conversions where the time required to facilitate the activation of the port in the Company's network is less than 60, expressed as a percentage of total number of activations that took place.

Exclusions:

- Telecommunications carrier-caused errors.
- NPAC caused errors unless caused by the Company.
- Large ports greater than 500 ports.

Business Rules:

The Start time is the Time that an "activate NPAC" broadcast is received in the Company's LSMS. The End time is the Time the provisioning event is complete in the Company's LSMS. Count the number of conversions that took place in less than 60 minutes. There is no difference between the denominator for this measure and the denominator in measure #100.

Levels of Disaggregation:

None

Calculation:

(# of activated TNs provisioned
in less than 60 minutes) ÷
(total LNP activated TNs) * 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

Measurement Type:

Tier 1 - Medium
Tier 2 - Medium

Benchmark:

96.5%

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

9-1-1

102. Measurement

Average Time To Clear Errors

Definition:

The average time it takes to clear an error after it is detected during the processing of the 911 database file. This is only on resale or UNE loop and port combination orders that the Company installs.

Exclusions:

- None

Business Rules:

The clock starts upon the receipt of the error file and the clock stops when the error is corrected.

Levels of Disaggregation:

None

Calculation:

$$\frac{[\sum(\text{Date and time error detected} \\ - \text{date and time error cleared})]}{\div \text{total errors}}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

Parity

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

9-1-1 (cont'd)

103. Measurement

Percent Accuracy for 911 Database Updates (Facility-Based Providers)

Definition:

The percentage of 911 records that were updated by the Company in error.

Exclusions:

- Telecommunications carrier-caused Errors.

Business Rules:

The data required to calculate this measurement will be provided by the telecommunications carrier based on the compare file. Telecommunications carrier requests a compare file in writing through their assigned Company Account Manager. This request should provide the requesting company's name (per telecommunications carrier interconnection or resale agreement), ACNA, requested geographic area (e.g., state, NPA, etc.), if the compare file is requested by email, diskette, CD-ROM, and the telecommunications carrier contact name, number, and e-mail address. Upon request, the Company will provide, within 14 business days of request receipt, an electronic compare file. Telecommunications carrier will be provided a file that contains all customer information for the geographic area that they request (e.g., state, NPA, etc.). The file can be provided via CR-ROM, diskette, paper or as an electronic file (transmitted). The telecommunications carrier will provide the number of records transmitted and the errors found. The Company will verify the records determined to be in error to validate that the records were input by the Company incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the telecommunications carrier.

Levels of Disaggregation:

None

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

9-1-1 (cont'd)

103. Measurement (cont'd)

Calculation:
(# of the Company caused update
errors ÷ Total updates) * 100

Measurement Type:
Tier 1 - Low
Tier 2 - None

Benchmark:
Parity with Company Retail.

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

9-1-1 (cont'd)

104. Measurement

Average Time Required to Update 911 Database (Facility Based Providers)

Definition:

The average time it takes to update the 911 database file.

Exclusions:

- None

Business Rules:

The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete.

Levels of Disaggregation:

None

Calculation:

$\Sigma(\text{Date and time data processing begins} - \text{date and time data processing ends}) \div \text{total files}$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

Parity with Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

9-1-1 (cont'd)

104.1. Measurement

The average time it takes to unlock the 911 record

Definition:

The average time it takes to unlock the 911 record to allow the record to be claimed by the telecommunications carrier.

Exclusions:

- Telecommunications carrier caused delayed unlocks

Business Rules:

The clock starts on the date of completion and the clock stops on the date/time when the 911 record is unlocked

Levels of Disaggregation:

None

Calculation:

$\Sigma(\text{SOC Date} - \text{date 911 record is unlocked}) \div \text{Total 911 database unlocks}$

Report Structure:

Reported for individual telecommunication carrier, and all telecommunication carriers and Company affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Poles, Conduit and Rights of Way

105. Measurement

Percentage of requests processed within 35 Days

Definition:

The percentage of requests for access to poles, conduits, and right-of-ways processed within 35 days.

Exclusions:

- None

Business Rules:

The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways.

Levels of Disaggregation:

None

Calculation:

$$\left(\frac{\text{\# of requests processed within 35 days}}{\text{total requests}} \right) * 100$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers and the Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

Parity with the Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Poles, Conduit and Rights of Way (cont'd)

106. Measurement

Average Days Required to Process a Request

Definition:

The average time it takes to process a request for access to poles, conduits, and right-of-ways.

Exclusions:

- None

Business Rules:

The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways.

Levels of Disaggregation:

None

Calculation:

$$\frac{\sum(\text{Date request returned to telecommunications carrier} - \text{date request received from telecommunications carrier})}{\text{total requests}}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers and the Company Affiliate.

Measurement Type:

- Tier 1 - None
- Tier 2 - None

Benchmark:

Parity with Company Retail.

/1/

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

Original Sheet No. 320

1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Collocation

107. Measurement

Percentage Missed Collocation Due Dates

Definition:

The percentage of Company caused missed due dates for collocation projects.

Exclusions:

- None

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Collocation

107. Measurement (cont'd)

Business Rules:

The clock starts when the Company receives, in compliance with the Commission Order, approved interconnection agreement or effective tariff, whichever is applicable, payment and return of proposed layout for space as specified in the application form from the telecommunications carrier and the clock stops when the telecommunications carrier receives notice in writing or other method agreed to by the parties that the collocation arrangement is complete and ready for telecommunications carrier occupancy. The telecommunications carrier will then have 5 business days to accept or not accept the collocation space. If the telecommunications carrier does not accept the collocation space because the space is not complete and ready for occupancy as specified, and notifies the Company of such within 5 business days, the collocation will be considered not complete and the time frame required for the telecommunications carrier to reject the collocation space (up to 5 business days) and any additional time required for the Company to complete the space per the specifications will be counted as part of the interval. Any time exceeding the 5 business days will not be counted as part of the interval. Due Date Extensions will be extended when mutually agreed to by the Company and the telecommunications carrier, or when a telecommunications carrier fails to complete work items for which they are responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the telecommunications carrier was late in performing said work items. Work items include but are not limited to:

- Telecommunications carrier return to the Company corrected and complete floor plan drawings.
- Telecommunications carrier placement of required component(s).

If the business rules and Commission Order, approved interconnection agreement or effective tariff, whichever is applicable, are inconsistent, then these business rules are superceded.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Collocation

107. Measurement (cont'd)

Levels of Disaggregation:

Physical

- Caged
- Shared Caged
- Caged Common
- Cageless
- Adjacent On-site
- Adjacent Off-site
- Augments to Physical Collocation
- Virtual
- Augments to Virtual

Calculation:

(Count of number of Company met
due dates for collocation
facilities ÷ total number of
collocation projects) * 100

Report Structure:

Reported for individual
telecommunications carrier, all
telecommunications carriers and the
Company affiliate.

Measurement Type:

- Tier 1 - High
- Tier 2 - High

Benchmark:

95% met within the due date. Damages and Assessments will be
calculated based on the number of days late. Critical z-value
does not apply.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Collocation (cont'd)

108. Measurement

Average Delay Days for Company Missed Due Dates

Definition:

The average delay days caused by the Company to complete collocation facilities.

Exclusions:

- None

Business Rules:

The clock starts when the Company receives an accurate and complete application form for space from the telecommunications carrier and the clock stops when the collocation space is turned over to the telecommunications carrier for their occupancy at the walk-through. If the walk-through is scheduled after the due date, then the clock stops on the due date. Due Date Extensions will be extended when mutually agreed to by the Company and the telecommunications carrier. The Company will not be deemed to have completed work on a collocation cage until the cage is suitable for use by the telecommunications carrier and the cable assignment information necessary to use the facility has been provided to the telecommunications carrier.

Levels of Disaggregation:

- Physical
- Virtual
- Cageless
- Additions

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Collocation (cont'd)

108. Measurement (cont'd)

Calculation:

$\Sigma(\text{Date collocation work completed} - \text{collocation due date}) \div \text{Company caused missed collocation completions.}$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers and the Company Affiliates.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

Parity with the Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Collocation (cont'd)

109. Measurement

Percent of Requests Processed Within the Established Timelines

Definition:

The percent of requests for collocation facilities processed within the established timelines.

Exclusions:

- Weekends & Holidays.

Business Rules:

The clock starts when the Company receives the application. The clock stops when the Company responds back to the application request with a quote. Per FCC Order 99-48 (706 Collocations Requirements).

Levels of Disaggregation:

- Physical
- Virtual
- Cageless
- Additions

Calculation:

(# of requests processed within
the timeline ÷ total requests) *
100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers and the Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

Parity with the Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Directory Assistance Database

110. Measurement

Percentage of Updates Completed into the DA Database within 72
Hours for Facility Based telecommunications carriers

Definition:

The percentage of DA database updates completed within 72 hours of
receipt of the update from the telecommunications carrier for
directory changes.

Exclusions:

- Weekends and Holidays.
- Updaes rejected due to incorrect/invalid data from the
facility-based telecommunications carrier (e.g., missing a zip
code, incomplete phone number, etc.).

Business Rules:

For manual updates, the date and time stamp on fax updates starts
the clock and the date and time when the listing is updated stops
the clock. For electronic updates, the clock starts at 4:00 p.m.
on the date of arrival and stops when the listing is updated. The
update clerk's work hours are 7:30 a.m. to 4:00 p.m. Monday
through Friday in accordance with the time zone of the receiving
center. On manual requests received after 4:00 p.m. the clock
will start at 7:30 a.m. the following day. Electronic orders
received after 4:00 p.m. will not be processed until the following
workday.

Levels of Disaggregation:

- Manual
- Electronic

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Directory Assistance Database (cont'd)

110. Measurement (cont'd)

Calculation:
(# of updates completed within
72 hours ÷ total updates
submitted) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers for facility based
providers, and the Company
Affiliate.

Measurement Type:
Tier 1 -Low
Tier 2 - None

Benchmark:
Manual orders are 95% updated within 72 hours.
Electronic orders are Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Directory Assistance Database (cont'd)

111. Measurement

Average Update Interval for DA Database for Facility Based
telecommunications carriers

Definition:

The average update interval for DA database changes for facility
based telecommunications carriers.

Exclusions:

- Weekends & Holidays
- Rejected updates (e.g. missing a zip code, incomplete phone
number)

Business Rules:

For manual updates, the date and time stamp on fax updates starts
the clock and the date and time when the listing is updated stops
the clock. For electronic updates, the clock starts at 4:00 p.m.
on the date of arrival and stops when the listing is updated. The
update clerk's work hours are 7:30 a.m. to 4:00 p.m. Monday
through Friday in accordance with the time zone of the receiving
center. On manual requests received after 4:00 p.m. the clock
will start at 7:30 a.m. the following day. Electronic orders
received after 4:00 p.m. will not be processed until the following
workday.

Levels of Disaggregation:

- Manual
- Electronic

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Directory Assistance Database (cont'd)

111. Measurement (cont'd)

Calculation:

$$\left[\sum \left(\begin{array}{l} \text{8:00 a.m. of the day} \\ \text{following the input into the} \\ \text{DL database - Time update} \\ \text{received from} \\ \text{telecommunications carrier)} \right] \right. \\ \div \text{total updates completed} \end{array}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers for facility based providers and the Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

Manual orders 48 hours.
Electronic orders are Parity with Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Directory Assistance Database (cont'd)

112. Measurement

Percentage DA Database Accuracy For Manual Updates

Definition:

The percentage of DA records that were updated by the Company correctly. The data required to calculate this measurement will be provided by the telecommunications carrier. The telecommunications carrier will provide the number of records transmitted and the errors found. The Company will verify the records determined to be in error to validate that the records were input by the Company incorrectly.

Exclusions:

- Errors not submitted within 10 days of order confirmation receipt
- Telecommunications carrier caused errors

Business Rules:

For manual updates, the date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For electronic updates, the clock starts at 4:00 p.m. on the date of arrival and stops when the listing is updated. The update clerk's work hours are 7:30 a.m. to 4:00 p.m. Monday through Friday in accordance with the time zone of the receiving center. On manual requests received after 4:00 p.m. the clock will start at 7:30 a.m. the following day. Electronic orders received after 4:00 p.m. will not be processed until the following workday.

Levels of Disaggregation:

None

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Directory Assistance Database (cont'd)

112. Measurement (cont'd)

Calculation:
(# of manual updates without
Company caused errors ÷ Total
updates processed) *100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers for facility based
providers, and the Company
Affiliate.

Measurement Type:
Tier 1 - Low
Tier 2 - None

Benchmark:
97%

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Directory Assistance Database (cont'd)

113. Measurement

Percentage of Electronic Updates that Flow Through the Update Process Without Manual Intervention

Definition:

Percentage of electronic updates from entry to distribution that progress through the Company ordering systems to ALPSS.

Exclusions:

- Updates rejected due to incorrect/invalid data received from the telecommunications carrier (e.g., missing zip code, incomplete phone number, etc.).

Business Rules:

The number of updates that flow through the Company's ordering systems and are passed to ALPSS without manual intervention, divided by the total number of updates issued within the reporting period.

Levels of Disaggregation:

None

Calculation:

(# of updates that flow through to ALPSS ÷ Total updates) * 100

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers for facility based providers, and the Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

Parity with the Company Retail.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Coordinated Conversions

114. Measurement

Percentage of Premature Disconnects (Coordinated Cutovers)

Definition:

Percentage of coordinated cutovers where the Company prematurely disconnects the customer 10 minutes or more prior to the scheduled conversion.

Exclusions:

- None

Business Rules:

A premature disconnect occurs any time the Company disconnects the telecommunications carrier customer 10 or more minutes prior to the telecommunications carrier being on line.

Levels of Disaggregation:

- Coordinated Hot Cuts - LNP with Loop.
- Frame Due Time - LNP with Loop.

Calculation:

(# of prematurely disconnected
CHC/FDT LNP with Loop orders ÷
total coordinated CHC/FDT LNP
orders) * 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, and the Company
Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

2% or less premature disconnects starting 10 minutes before
scheduled time.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Coordinated Conversions

114.1 Measurement

CHC/FDT LNP with Loop Provisioning Interval

Definition:

The % of CHC/FDT LNP with Loop Lines completed by the Company within the established provisioning intervals.

Exclusions:

- CHC/FDT LNP with Loop with greater than 24 loops (including multiple LSRs totaling 25 or more lines to the same customer premise on the due date).
- Telecommunications carrier caused delays (e.g., no dial tone from telecommunications carrier: telecommunications carrier translations) that do not allow the Company the opportunity to complete CHC/FDT LNP with Loop within the designated interval.
- IDLC (pair gain systems) identified on or before the due date.
- Any order in the FMOD process.

Business Rules:

The start time is at the direction of the telecommunications carrier and based on a negotiated and scheduled time for coordinated hot cut orders (CHC). For CHC orders, the clock starts when the telecommunications carrier calls the Company LOC to start the conversion, and ends when the Company technician completes the cross connect to the telecommunications facilities and has called the telecommunications carrier to notify that the cut-over has been completed. For FDT orders, the clock starts at the frame due time and ends when the Company technician completes the cross connect to the telecommunications carrier facilities. This measurement only includes Coordinated Hot Cuts with 1-24 loops. A conversion with 25 or more lines (including multiple orders totaling 25 or more lines to the same customer premise on the same due date) is considered a project and is negotiated with the telecommunications carrier at the time of conversion.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Coordinated Conversions

114.1 Measurement (cont'd):

Levels of Disaggregation:

CHC/LNP with Loop

- <10 lines
- 10-24 lines

FDT/LNP with Loop

- <10 lines
- 10-24 lines

Calculation:

(Total CHC/FDT LNP with Loop
Lines within the designated
interval ÷ total CHC/FDT LNP
with Loop lines) * 100.

Report Structure:

Reported by telecommunication
carrier, all telecommunication
carriers, and the Company
Affiliate.

Measurement Type:

Tier 1 - Medium
Tier 2 - Medium

Benchmark:

CHC/FDT LNP with Loop for < 10 Lines 90 % within one hour.
CHC/FDT LNP with Loop for 10-24 Lines 90% within two hours.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of
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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Coordinated Conversions (cont'd)

115. Measurement

Percentage of Company Caused Delayed Coordinated Cutovers

Definition:

Percentage of Company caused late coordinated cutovers in excess of "x" (30, 60 and 120) minutes.

Exclusions:

- Any order in the FMOD process.

Business Rules:

A coordinated cutover is delayed if the Company is not ready with "x" (30, 60 and 120) minutes after the scheduled cut time.

Levels of Disaggregation:

- CHC LNP with Loop
- FDT LNP with Loop

Calculation:

(# of Company caused late coordinated CHC/FDT LNP with Loop orders in excess of "x" (30, 60 and 120) minutes ÷ total coordinated CHC/FDT LNP with Loop orders) * 100.

Report Structure:

Reported by telecommunication carrier, all telecommunication carriers, and the Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - None

Benchmark:

8% or less of Company coordinated conversions beyond 30 minutes,
2% beyond 1 hour from scheduled time or 1% beyond 2 hours.

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1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Coordinated Conversions (cont'd)

115.1 Measurement

Percent Provisioning Trouble Reports (PTR)

Definition:

Measures the percent of CHC/FDT circuits for which the telecommunications carrier submits a trouble report on the day of conversion.

Exclusions:

- Reports for which the trouble is attributable to the Company network (unless the Company had knowledge of the trouble prior to the due date)
- IDLC (pair gain systems) identified on or before the due date.

Business Rules:

The percent of CHC/FDT circuits for which the telecommunications carrier submits a trouble report on a completed order on the day of conversion, or before noon on the next business day.

Levels of Disaggregation:

- CHC
- FDT

Calculation:

(Count of CHC/FDT circuits for which the telecommunications carrier submits a trouble report on a completed order on the day of conversion or before noon on the next business day after conversion ÷ total # of CHC/FDT circuits converted) * 100.

Report Structure:

Reported by telecommunication carrier, all telecommunication carriers, and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Coordinated Conversions (cont'd)

115.2 Measurement

Mean Time To Restore - Provisioning Trouble Report (PTR)

Definition:

Average duration of the outage from the receipt of the PTR to the time it is cleared.

Exclusions:

- Non-measured reports (CPE, Interexchange, and Information reports).
- No access to the end user's location.

Business Rules:

The start time is when the report is received. The stop time is when the report is cleared.

Levels of Disaggregation:

- CHC
- FDT

Calculation:

$$\sum[(\text{Date and time PTR is closed with the customer}) - (\text{date and time PTR is received})] \div \text{total PTRs}$$

Report Structure:

Reported by telecommunications carrier, all telecommunications carriers, and Company Affiliate

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

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PART 2 - General Terms and Conditions
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Original Sheet No. 339

1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Coordinated Conversions (cont'd)

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

NXX

117. Measurement

Percent NXXs loaded and tested prior to the LERG effective date

Definition:

The percent of NXXs loaded and tested prior to the LERG effective date.

Exclusions:

- None

Business Rules:

Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXXs in the local calling area will be based on the LERG effective date.

Levels of Disaggregation:

None

Calculation:

(# of NXXs loaded and tested
by LERG effective date ÷
total NXXs loaded and tested)
* 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers, the Company, and the
Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Parity

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

NXX (cont'd)

118. Measurement

Average Delay Days for NXX Loading and Testing

Definition:

Average calendar days from due date to completion date on company missed NXX orders.

Exclusions:

- None

Business Rules:

Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXXs in the local calling area will be based on the LERG effective date.

Levels of Disaggregation:

None

Calculation:

$$\frac{\sum(\text{Completion Date} - \text{LERG effective date})}{\text{Total the Company caused late orders}}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

- Tier 1 - Low
- Tier 2 - None

Benchmark:

Parity

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

NXX

119. Measurement
Mean Time to Repair

Definition:

Average duration of NXX trouble reports from the receipt of the customer trouble report to the time that the trouble report is cleared.

Exclusions:

- None

Business Rules:

The start time is when the report is received. The stop time is when the trouble report is cleared. The Company will contact the telecommunications carrier to close the trouble.

Levels of Disaggregation:

None

Calculation:

$$\frac{\sum(\text{Date and time trouble report is cleared with the customer} - \text{Date and time trouble report is received})}{(\text{Total NXX trouble reports})}$$

Report Structure:

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Parity

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

BONA FIDE Request Process (BFRs)

120. Measurement

Percentage of Requests Processed Within 30 Business Days

Definition:

Percentage of Bona fide requests processed within 30 business days.

Exclusions:

- Weekends and Holidays.

Business Rules:

The clock starts when the Company receives the application. The clock stops when the Company completes application processing.

Levels of Disaggregation:

None

Calculation:
(# of number of requests
processed within 30 days ÷
total requests) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Parity with the Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

BONA FIDE Request Process (BFRs) (cont'd)

121. Measurement

Percentage of Quotes Provided for Authorized BFRs Within 45
Business Days

Definition:

Percentage of quotes provided in response to bona fide requests
within 45 business days.

Exclusions:

- Weekends and Holidays.

Business Rules:

The clock starts when the Company receives the application. The
clock stops when the Company responds back to the application
request with a quote.

Levels of Disaggregation:

None

Calculation:

(# of requests processed within
45 days ÷ total # of requests) *
100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers and the Company Affiliates.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Parity with the Company Affiliate.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures

MI 1.Measurement

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 2.Measurement

Percentage of Orders Given Jeopardy Notices within 24 hours of the Due Date

Definition:

Percentage of orders given jeopardy notices within 24 hours of the Due Date measures the percentage of 870s sent less than 24 hours (1 day) prior to the due date.

Exclusions:

- Telecommunications carrier/End User Initiated Jeopardy Codes.
- Weekends and Holidays.

Business Rules:

An 870 is a jeopardy notice that is sent to the telecommunications carrier to notify them that an order's due date is in jeopardy of being missed. Consider "24 hours" as 1 day. The measure is calculated using business days only (i.e., Monday-Friday). Unsolicited FOCs will be counted as Jeopardies.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 2.Measurement (cont'd)

Levels of Disaggregation:

POTS

- Business class of service
 - Field Work (FW)
 - Non-Field Work (NFW)
- Residence class of service
 - Field Work (FW)
 - Non-Field Work (NFW)

Resale Specials

- Field Work (FW)
- Non-Field Work (NFW)

Unbundled Local Switching

Unbundled Loops

- With LNP
- Without LNP

UNE-Ps

Calculation:
(# of orders receiving an
870 within 24 hours of the
order due date) / (Total
orders receiving an 870) *
100

Report Structure:
Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:

- Tier 1 - None
- Tier 2 - None

Benchmark:

Diagnostic - Parity with Company Retail:

1. Wholesale-POTS/ Retail-POTS
2. Unbundled Loops/ POTS with FW
3. UNE-Ps/ Retail-POTS(ALL)

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 3.Measurement

Coordination Conversions Outside of Interval

Definition:

Coordinated Conversion outside of Interval measures the number of coordinated unbundled loop cutovers started within one hour of the start scheduled time as a percentage of all coordinated unbundled loops completed in the reporting period.

Exclusions:

- Orders for which the telecommunications carrier was not ready after the cutover was started.
- Canceled orders.

Business Rules:

A coordinated loop is any unbundled loop requiring coordination. The start date and time is the date and time the central office/translations work begins. The scheduled time is the cutover date and time requested by the telecommunications carrier and found on the cutover schedule. The cutover is considered complete when the work is completed by the Company. The measure is counted in the period it is completed. The measure is counted on the first item of the first order (when related orders are involved) and then calculated by item based on the number of items on the order/orders.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 3.Measurement (cont'd)

Levels of Disaggregation:
Unbundled Loops

Calculation:
of cross connection
started within one hour of
the scheduled time ÷ Total
coordinated unbundled loops
for reporting period

Report Structure:
Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 4. Measurement

Average Time to Provide a Collocation Arrangement

Definition:

Average Time to Provide a Physical Collocation Arrangement measures the average elapsed time between the date a collocation COBO payment is received and the date the telecommunications carrier is notified that the physical node is completed, for the total number of physical nodes completed in the reporting period.

Exclusions:

- Cancelled orders.
- Orders where the customer requested a due date beyond the contractual date.
- Telecommunications carrier-caused delays such as arranging final walk-through or accepting collocation space.

Business Rules:

The measure is calculated using calendar days. The receipt of a collocation COBO payment is indicative of a firm order. The clock is restarted if the telecommunications carrier modifies its request. Time between completion and node final walkthrough is not included in the completion interval calculation. The Company will not be deemed to have completed work on a collocation cage until the cage is suitable for use by the telecommunications carrier and the cable assignment information necessary to use the facility has been provided to the telecommunications carrier.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 4.Measurement (cont'd)

Levels of Disaggregation:
Physical Collocation

Calculation:
[\sum [(Date Physical Node Is
Complete) - (Date
Collocation COBO Payment Is
Received)]] ÷ Total Physical
Nodes Completed

Report Structure:
Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 5. Measurement

Structure Requests Completed Outside of Interval

Definition:

Structure requests completed outside of interval measures the number of requests to view Company structure records that are not completed within the standard time interval as a percentage of requests completed in the reporting period.

Exclusions:

- Requests for the Company to perform record checks.

Business Rules:

Structure includes poles, ducts, conduit and rights-of-way that are owned or controlled by the Company. The request is counted in the period in which the request is completed. Changes to the request will be deemed to be a new request and will result in a new date being established for the priority queue. Requests received after 12:00 noon Eastern Standard Time are considered received the following business day. Interval calculation is based on business days.

Information Access includes requests for viewing (or copies). A field survey is a physical check of manholes and/or poles to determine availability of space for placing the attaching Party's facilities. Make Ready is any construction work necessary to prepare the Company structure for attachment or occupancy by an attaching Party.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 5.Measurement (cont'd)

Levels of Disaggregation:

- Information Access
- Field Survey
- Make Ready

Calculation:
(# of Structure Requests
Completed Outside of the
Standard Time Interval ÷
Total Structure Requests
Completed) * 100

Report Structure:
Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 9.Measurement
Percentage Missing FOCs

Definition:
Percentage of FOCs that are not sent as compared to the total
number of orders processed.

Exclusions:
• None

Business Rules:
Total number of responses not sent as compared to the total number
of orders processed. FOC responses not sent are identified by
using a report that compares to completed orders that do not show
FOC response in MorTel.

Levels of Disaggregation:
• Resale
• UNE (Loops, LNP and LSNP)
• UNE-P

Calculation:
(# of missing FOC responses
÷ total orders processed)
* 100

Report Structure:
Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 10. Measurement
 % Time-out Transactions

Definition:

Percentage of Time-out messages received as compared to valid system responses

Exclusions:

- None

Business Rules:

A count of the time-out messages, by interface, as compared to total system responses (time-outs and valid responses).

Levels of Disaggregation:

- Address Verification
- Request for Telephone Number
- Request for Customer Service Record
- Service Feature Availability
- Dispatch Required - Company combines "Service Appointment Scheduling" and "Dispatch Required" functions in the "Due Date Selection" query
- PIC
- DSL Loop Qualification
- NC/NCI
- CFA Availability

Calculation:

$$\frac{(\# \text{ of Time Out Transactions} \div \text{Total System Responses}) \times 100}{100}$$

Report Structure:

Reported for telecommunications carrier all telecommunications carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 11. Measurement

Average Interface Outage Notification

Definition:

The average time from the initial identification of an interface outage, to the notification of telecommunications carriers

Exclusions:

- None

Business Rules:

The time from initial identification of network outages to the time that email notification (to email distribution list) is sent by the Company.

Levels of Disaggregation:

None

Calculation:

Sum of (time interface outage is identified - time notification is given) ÷ total interface outages in a period

Report Structure:

Reported for telecommunications carrier all telecommunications carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 12. Measurement

Average Time to Clear Service Order Errors

Definition:

The average time to clear service order errors (3E)

Exclusions:

- None

Business Rules:

The average number of days to 3E service order errors is calculated by the total number of days for all required for all 3E. This is calculated by totaling the duration from the date that an order went into the error condition to the date that the error was cleared.

Levels of Disaggregation:

- Resale
- UNE-P

Calculation:

(Date that an order went into error condition - the date that the error was cleared) ÷ total number of errors cleared

Report Structure:

Reported for telecommunications carrier all telecommunications carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Parity

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 13. Measurement

Percent Loss Notification within one hour of service order completion

Definition:

Percent notifications sent to the losing carrier (who lost the customer) within one hour of the completion notice sent to the new carrier.

Exclusions:

Customers who switch between segments owned by the same carrier such as:

- Resale to UNE, same carrier
- UNE to Resale, same carrier

Business Rules:

The percentage of customer loss notifications sent to carriers where the elapsed time from the time that the completion notice (EDI 865 message) is transmitted to the new carrier to the time that the loss notification (EDI 836 message) is transmitted to the new carrier is more than one hour.

Levels of Disaggregation:

- Resale
- UNE Loops
- LNP
- UNE-P

Calculation:

(# of Loss Notification transactions sent within one hour ÷ total Loss Notifications sent) * 100

Report Structure:

Reported for telecommunications carrier all telecommunications carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

95% within one hour

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 14. Measurement

Percent Completion Notifications Returned Within "X" hours of
Completion of Maintenance Trouble Ticket

Definition:

Percent mechanized completions returned within "X" hours of
completion of the trouble tickets.

Exclusions:

- None

Business Rules:

The elapsed time for a completion notice to be sent to the
telecommunications carrier from the time that the trouble ticket
is closed in the Company Work and Force Management System.

For trouble reports that are submitted electronically - the time
from the close of the trouble in WFA or LMOS to the time that the
completion status is made available to the telecommunications
carrier (via EBTA).

For orders, which are submitted manually - the time from the close
in the WFA or LMOS systems to the time, that completion notice
report is faxed to the telecommunications carrier. This is based
on a process whereby previous day troubles are faxed to
telecommunications carriers. The telecommunications carrier must
provide a FAX number to the Company.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of
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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 14. Measurement (cont'd)

Levels of Disaggregation:

- Resale
 - Manual - Next Day
 - Electronic < 1 hour
- UNE Loops
 - Manual - Next Day
 - Electronic < 1 hour
- UNE-P
 - Manual - Next Day
 - Electronic < 1 hour

Calculation:

(# of completions returned to
telecommunications carrier
within X hours ÷ total
completions) * 100

Report Structure:

Reported for telecommunications
carrier all telecommunications
carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

95% within the specified interval

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 15. Measurement
Change Management

Definition:

Change management measures timeliness of change notifications for final requirements to implementation.

Exclusions:

- Clarification Notes.
- Any Approved Exceptions.
- Emergency Situations
- Regulatory Mandated Changes
- Transition Items - Interface changes, introductions, and/or retirements underway previous to the implementation of this measure, where notification can not be provided to the telecommunications carriers by required timeframes.

Business Rules:

Calendar Days is to be used in the calculation of this measure. Notification is received when the Final Release Requirements are noticed via an Accessible Letter.

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 15. Measurement (cont'd)

Levels of Disaggregation:

Changes to Existing Interfaces

- Gateway >110 days
- GUI >14 days

Introductions of New Interfaces

- Gateway >110 days
- GUI >14 days

Retirements of Existing Interfaces - Wholesale Interfaces

- Gateway >24 months
- GUI >12 months

Calculation:

$$\left[\frac{\text{Number of Notifications issued on time}}{\text{Number of Changes Implemented in the reporting period}} \right] * 100$$

Report Structure:

Reported for all telecommunications carriers and the Company Affiliates.

Measurement Type:

- Tier 1 - None
- Tier 2 - None

Benchmark:

>95% notices should be on-time based on group and category. This measurement is DRAFT and subject to finalization of the regional (13-state) change management process.

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 16. Measurement
Percentage Rejected Query Notices

Definition:

Percentage of queries requested that are returned as rejected for reasons other than that the input data is incorrect or inaccurate. These rejected query notices indicate a problem with the interface other than timed out transactions (measured separately).

Exclusions:

- None

Business Rules:

Total number of Rejected Query Notices sent as compared to the total number of Queries processed.

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/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 16. Measurement (cont'd)

Levels of Disaggregation:

- Address Verification
- Request for Telephone Number
- Request for Customer Service Record
- Service Feature Availability
- Dispatch Required - Company combines "Service Appointment Scheduling" and "Dispatch Required" functions in the "Due Date Selection" query
- PIC
- DSL Loop Qualification
- NC/NCI
- CFA Availability

Calculation:
(# rejected query notices
÷ total number of queries
processed) * 100

Report Structure:
Reported for telecommunications
carrier, all telecommunications
carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of this Part.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

WI 1.Measurement

Percent No Access - UNE Loops Provisioning

Definition:

Percent of Field Work (FW) orders with a status of "No Access."

Exclusions:

- Telecommunications carrier caused misses. (customer requests later date, - other customer reasons, - customer not ready).
- All orders that are not N, T, or C.
- No Field Work.

Business Rules:

Company personnel set the "No Access" indicator when access cannot be obtained to the customer's premises. Order must be Completed.

Levels of Disaggregation:

Geographic (See Appendix Four)

Calculation:

(# of orders that are No
Access ÷ Total Field Work
orders) * 100

Report Structure:

Reported for telecommunications
carrier, all telecommunications
carriers and the Company Affiliates.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

UNE Field Work Parity compared to the Company Field Work (N, T,
and C order types - Res and Bus Combined).

/1/

/1/ Material formerly appeared on Sheet Nos. 1 through 254 in Section 10 of
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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

WI 2.Measurement

Percent No Access (Percent of Trouble Reports with No Access) -
UNE Loops Maintenance

Definition:

Percentage of dispatched customer trouble reports with a status of
"No Access."

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Reports caused by customer provided equipment (CPE) or wiring.
- Reports that are not dispatched.

Business Rules:

Company personnel set the "No Access" indicator when access cannot be obtained at the customer's premises. Reports are counted the month they are closed.

Levels of Disaggregation:

Geographic (See Appendix Four)

Calculation:

(# of trouble reports with a status of "No Access" ÷ Total dispatched customer trouble reports) * 100

Report Structure:

Reported for telecommunication carrier, all telecommunication carriers, the Company, and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

UNE Field Work Parity compared to the Company Field Work (N, T, and C order types - Res and Bus Combined).

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

WI 9. Measurement

Percent Facility Modification Orders

Definition:

Percentage of orders requiring Facility Modification

Exclusions:

- Orders not requiring Facility modification notification.

Business Rules:

The total number of orders requiring facility modification reflected as a percentage of all orders completed in the period.

Levels of Disaggregation:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

Note: The Company comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state.

- BRI Loop with Test Access
- DS1 Loop with Test Access
- Dedicated Transport
 - DS1
 - DS3
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

WI 9.Measurement (cont'd)

Calculation:
(# of FMOD UNEs ÷ total UNEs
installed) *100

Report Structure:
Reported for telecommunication
carrier, all telecommunication
carriers and the Company Affiliate.

Measurement Type:
Tier 1 - None
Tier 2 - None

Benchmark:
Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

CLEC WI 1 Measurement

Average delay in original FOCs due dates due to delay notices
(Issue F)

Definition:

Measures average amount of delay from original FOC due dates to
date of actual provisioning for all FOCs that are delayed.

Exclusions:

- None

Business Rules:

Measured from original FOC due date.

Levels of Disaggregation:

None

Calculation:

$$\frac{\sum(\text{Actual completion date} - \text{original FOC due date})}{\text{Total number of orders with delay notices}}$$

Report Structure:

Reported for telecommunication
carrier, all telecommunication
carriers and the Company Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

CLEC WI 4. Measurement

Accuracy of processing telecommunications carrier corrections
based on review of Directory information (Issue L)

Definition:

Measures number of errors in final review and in printed directory
that were not corrected after notice by telecommunications carrier
of needed correction.

Exclusions:

- Listings with Incorrect information submitted by
telecommunications carrier.

Business Rules:

Directory listings are submitted for a first review (first pre-
BOC), and then after corrections are made, for a final review
(second pre-BOC) prior to publication. The first pre-BOC will be
provided 45 calendar days in advance of the directory close date.
The second pre-BOC, if requested, will be provided 15 calendar
days in advance of directory close. Telecommunications carriers
will be required to request the second pre-BOC 30 calendar days
before the directory close date. In order for changes from the
first pre-BOC to be entered on the second pre-BOC,
telecommunications carriers must provide those changes not less
than 4 business days before the delivery of the second pre-BOC.
This is measured on a per-book basis.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

CLEC WI 4. Measurement (cont'd)

Levels of Disaggregation:

- First Pre-BOC
- Second Pre-BOC

Calculation:

(# of listings without errors
after correction requested ÷
Total updates submitted) *100

Report Structure:

Reported for telecommunication
carrier, all telecommunication
carriers for facility based
providers and the Company
Affiliate.

Measurement Type:

If the benchmark is not met for corrections requested after the
first review, the \$200 charge for the second pre-BOC will be
waived by AAS.

If the Benchmark is not met for corrections requested after the
second pre-BOC, the remedy will be:

Tier 1 - High
Tier 2 - None

Benchmark:

For corrections requested in the review of the First pre-BOC 95%
must be corrected in the second pre-BOC.

For corrections noted in the review of the second pre-BOC 99% of
those corrections requested initially must be corrected in the
final published directory.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

CLEC WI 5. Measurement
Percentage of protectors not moved after technician visit
(Issue 0)

Definition:

Measures the percentage of times that a telecommunications carrier has to call the Company to replace a protector with a NID and move it to the outside of the house, where there has been a Company technician at the premises within the last 30 days.

Exclusions:

- None

Business Rules:

If a telecommunications carrier is required to call the Company to replace a protector with a NID and move it to the outside of a structure when the Company has worked at that premises within 30 days of the report.

Levels of Disaggregation:

None

Calculation:

(Total number of telecommunications carrier service calls to move a NID ÷ Number of telecommunications carrier calls to move a NID where a Company technician had been on site within the last 30 days) * 100

Report Structure:

Reported for telecommunication carrier and all telecommunication carriers.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

Less than 3%

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

CLEC WI 6. Measurement
FMOD Process: Percent Form A received within the interval ordered
by the Commission.

Definition:
Measures the percentage of FMOD orders where Form A is issued
within the interval ordered by the Commission.

Exclusions:
• Loop Qualified Orders requiring modification

Business Rules:
Under the revised FMOD policy issued 10/27/01, the FMOD process
commences with Form A being issued by the Company. Form A must be
received by the telecommunications carrier within the interval
ordered by the Commission. Measured from date and time of initial
FOC to send time of Form A.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

CLEC WI 6. Measurement (cont'd)

Levels of Disaggregation:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

Note: The Company comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state.

- BRI Loop with Test Access
- DS1 Loop with Test Access
- Dedicated Transport
 - DS1
 - DS3
- Dark Fiber
- DSL Loops
 - With Line Sharing
 - No Line Sharing

Calculation:
(# of FMOD orders where Form A issued
within 24 hours) ÷ total # FMOD
orders) * 100

Report Structure:
Reported for
telecommunication carrier,
all telecommunication
carriers and Company
Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

95%

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

CLEC WI 7. Measurement

FMOD Process: Percent Forms B, C, D, and E received within 72
hours of Form A.

Definition:

Measures the percentage of FMOD orders where Forms B, C, D, and/or
E are issued within 72 hours of Form A.

Exclusions:

- Loop Qualified Orders requiring modification.

Business Rules:

Measured from issuance of form A to receipt of Form B, C, D and E.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

CLEC W 7. Measurement (cont'd)

Levels of Disaggregation:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

Note: The Company comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state.

- BRI Loop with Test Access
- DS1 Loop with Test Access
- Dedicated Transport
 - DS1
 - DS3
- Dark Fiber
- DSL Loops
 - With Line Sharing
 - No Line Sharing

Note: The above disaggregations are also reported for:

- Form B
- Form C
- Form D
- Form E

Calculation:

$$\frac{(\# \text{ of FMOD orders where Form B, C, D and E issued within 72 hours})}{\# \text{ FMOD orders}} * 100$$

Report Structure:

Reported for
telecommunication carrier,
all telecommunication
carriers and Company
Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

95%

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

CLEC WI 8. Measurement

FMOD Process: Form B Percent return FOC with new due date within 24 hours

Definition:

Form B is for Complex modifications. This measures the percent of time the Company issues the FOC with the new due date within:

- A) 24 hours of the Company's receipt of the telecommunications carrier authorization of the complex modification charges; or
- B) if no confirmation of Form B is required from the telecommunications carrier, within 24 hours of Form B being sent.

Exclusions:

- FMOD orders resulting in Forms C, D, and E.
- Loop Qualified Orders requiring modification.

Business Rules:

Measured from the time that the Company receives the authorization of charges by the telecommunications carrier via Form B.

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

CLEC WI 8. Measurement (cont'd)

Levels of Disaggregation:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

Note: The Company comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state.

- BRI Loop with Test Access
- DS1 Loop with Test Access
- Dedicated Transport
 - DS1
 - DS3
- Dark Fiber
- DSL Loops
 - With Line Sharing
 - No Line Sharing

Calculation:

(# of FMOD orders where Form B,
issued and FOC with new due date
returned within 24 hours) ÷ total
FMOD orders where form B
issued) * 100

Report Structure:

Reported for telecommunication
carrier, all telecommunication
carriers and Company Affiliate.

Measurement Type:

Tier 1 - Low
Tier 2 - Medium

Benchmark:

95%

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

CLEC WI 9. Measurement

FMOD Process: Form C Percent return quote within the interval
ordered by the Commission

Definition:

Form C involves orders where provisioning is through ILDC or RSU.
This measures the percentage of orders involving Form C where the
Company returns the quote for the work within the interval ordered
by the Commission.

Exclusions:

- FMOD orders resulting in Forms B, D or E.
- Loop Qualified Orders requiring modification.

Business Rules:

Measured from the time Form C is issued.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

CLEC WI 9. Measurement (cont'd)

Levels of Disaggregation:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

Note: The Company comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state.

- BRI Loop with Test Access
- DS1 Loop with Test Access
- Dedicated Transport
 - DS1
 - DS3
- Dark Fiber
- DSL Loops
 - With Line Sharing
 - No Line Sharing

Calculation:

$$\frac{(\# \text{ of FMOD orders where Form C issued and quote issued within 30 days})}{\text{total \# FMOD orders where Form C issued}} * 100$$

Report Structure:

Reported for
telecommunication carrier,
all telecommunication
carriers and Company
Affiliate.

Measurement Type:

Tier 1 - High
Tier 2 - High

Benchmark:

95%

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

CLEC WI 11.Measurement

FMOD Process: Forms B, C, D - percentage of due dates met

Definition:

Measures the percentage of due dates met when FMOD process invoked

Exclusions:

- Loop Qualified Orders requiring modification.

Business Rules:

Based on the first revised due date. Subsequent modifications to the due date will count as a missed due date.

/1/

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1. PERFORMANCE MEASUREMENTS (cont'd)

/1/

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

CLEC WI 11.Measurement (cont'd)

Levels of Disaggregation:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

Note: The Company comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state.

- BRI Loop with Test Access
- DS1 Loop with Test Access
- Dedicated Transport
 - DS1
 - DS3
- Dark Fiber
- DSL Loops
 - With Line Sharing
 - No Line Sharing

Note: The above disaggregations are also reported for:

- Form B
- Form C
- Form D

Calculation:
(# of FMOD orders with missed revised
due dates) ÷ total # FMOD orders) *
100

Report Structure:
Reported for
telecommunication carrier,
all telecommunication
carriers and Company
Affiliate.

Measurement Type:
Tier 1 - High
Tier 2 - High

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

CLEC WI 11.Measurement (cont'd)

Benchmark:

Parity:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

Retail Comparison:

POTS (Res/Bus and FW)

Note: The Company comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state.

- BRI Loop with Test Access
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Dark Fiber
- DSL Loops
 - With Line Sharing
 - No Line Sharing

ISDN BRI
DS1 & ISDN PRI

DS1
DS3
DS3

Parity w/Company Affiliate
5% (No critical z-value
applies)

Note: The above disaggregations are
also reported for:

- Form B
- Form C
- Form D

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

IN 1. Measurement

Percent Loop Acceptance Testing (LAT) Completed on or Prior to the Completion Date

Definition:

Percent Loop Acceptance Test completed on or prior to the completion date of the order.

Exclusions:

- Orders where LAT not requested
- LAT requests when the telecommunications carrier is not authorized to seek LATs
- Orders where telecommunications carriers causes delay in the LAT.

Business Rules:

Loop Acceptance Test is where a Company Technician (Frame/Field as appropriate) is requested via an LSR to complete a Loop Acceptance Test. Loop Acceptance Test is completed on or before order completion date. The Company Technician will contact the telecommunications carrier via the LOC. The Tech will complete a series of tests with the telecommunications carrier to validate continuity of the loop for acceptance by the telecommunications carrier.

This measure will include cancelled orders where:

- the LAT was completed and the telecommunications carrier chose not to accept the loop
- the cancel was due to a Company cause after the due date but prior to the LAT

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

IN 1.Measurement (cont'd)

Levels of Disaggregation:

DSL Loops without Line Sharing

Calculation:

(# Orders where LAT was requested and
performed on or before the Completion
Date ÷ Total # of Orders where LAT
was requested)*100

Report Structure:

Reported for
telecommunication carrier,
all telecommunication
carriers and Company
Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

90% LAT on or before the Completion Date

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Appendix Four

Reporting

Wire Center Nbr	Office Name	Metro Area Name
312401	SUPERIOR	CHICAGO
312402	IL/DEARBORN	CHICAGO
312403	LAKESHORE	CHICAGO
312404	FRANKLIN	CHICAGO
312405	CANAL	CHICAGO
312406	WABASH	CHICAGO
312407	CALUMET	CHICAGO
312408	MONROE	CHICAGO
773409	EDGEWATER	CHICAGO
773410	ROGERS PARK	CHICAGO
773411	LAKEVIEW	CHICAGO
773412	KILDARE	CHICAGO
773413	NEWCASTLE	CHICAGO
773415	IRVING	CHICAGO
773416	HUMBOLDT	CHICAGO
773501	STEWART	CHICAGO
773502	KEDZIE	CHICAGO
773503	LAWNDALE	CHICAGO
773504	AUSTIN	CHICAGO
773505	MERRMC	CHICAGO
773506	PULLMAN	CHICAGO
773507	BEVERLY	CHICAGO
773508	S.CHICAGO	CHICAGO
773509	MITCHL	CHICAGO
773510	OAKLAND	CHICAGO

Reporting

Wire Center Nbr	Office Name	Metro Area Name
773511	DORCHESTER	CHICAGO
773513	PROSPECT	CHICAGO
773514	PORTSMOUTH	CHICAGO
773515	LAFAYETTE	CHICAGO
307620	BENSVL	CHICAGO SUB.
630119	BARLETT	CHICAGO SUB.
630123	W.CHGO	CHICAGO SUB.
630126	GENEVA	CHICAGO SUB.
630127	ELBURN	CHICAGO SUB.
630128	W.CHICAGO	CHICAGO SUB.
630133	WHEATON	CHICAGO SUB.
630134	GLEN ELLYN	CHICAGO SUB.
630135	WARNVL	CHICAGO SUB.
630136	LOMBARD	CHICAGO SUB.
630138	ROSELLE	CHICAGO SUB.
630256	HINSDALE	CHICAGO SUB.
630265	DOWNERSGRV	CHICAGO SUB.
630266	NAPERVILLE	CHICAGO SUB.
630267	NAPERVILLENE	CHICAGO SUB.
630571	OAKBROOK	CHICAGO SUB.
630619	ELMHURST	CHICAGO SUB.
630571	OAKBROOK	CHICAGO SUB.
630619	ELMHURST	CHICAGO SUB.
630620	BENSENVILLE	CHICAGO SUB.
708136	LOMBARD	CHICAGO SUB.

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Reporting Wire			Reporting Wire			(C)
Center Nbr	Office Name	Metro Area Name	Center Nbr	Office Name	Metro Area Name	
708237	MOKENA	CHICAGO SUB.	815251	MARENG	CHICAGO SUB.	
708606	CHICAGOHTS	CHICAGO SUB.	815252	MCHNRY	CHICAGO SUB.	
708607	FORDHT	CHICAGO SUB.	815253	UNION	CHICAGO SUB.	
708613	HARVEY	CHICAGO SUB.	847101	ARLINGTONHTS	CHICAGO SUB.	
708614	HOMWOOD	CHICAGO SUB.	847102	ELK GROVE	CHICAGO SUB.	
708615	RIVERDALE	CHICAGO SUB.	847103	GLENVIEW	CHICAGO SUB.	
708616	CALUMETCITY	CHICAGO SUB.	847104	NORTHBROOK	CHICAGO SUB.	
708617	BELLWOOD	CHICAGO SUB.	847105	LIBERTYVILLE	CHICAGO SUB.	
708618	HILLSIDE	CHICAGO SUB.	847106	WHEELING	CHICAGO SUB.	
708621	CICERO	CHICAGO SUB.	847107	WAUKEGAN	CHICAGO SUB.	
708622	SUMMIT	CHICAGO SUB.	847108	N CHICAGO	CHICAGO SUB.	
708623	HICKORYHILLS	CHICAGO SUB.	847109	ZION	CHICAGO SUB.	
708624	LAGRANGE	CHICAGO SUB.	847110	HIGHLANDPK	CHICAGO SUB.	
708625	BLUE ISLAND	CHICAGO SUB.	847111	DEERFIELD	CHICAGO SUB.	
708626	OAK LAWN	CHICAGO SUB.	847112	LAKE FOREST	CHICAGO SUB.	
708627	TINLEY PARK	CHICAGO SUB.	847113	ANTIOCH	CHICAGO SUB.	
708628	ORLAND PARK	CHICAGO SUB.	847114	FOX LAKE	CHICAGO SUB.	
708629	PALOS PARK	CHICAGO SUB.	847115	GRAYSLAKE	CHICAGO SUB.	
708630	OAK PARK	CHICAGO SUB.	847116	LAKE VILLA	CHICAGO SUB.	
708631	RIVER GROVE	CHICAGO SUB.	847117	ROUND LAKE	CHICAGO SUB.	
773102	O'HARE	CHICAGO SUB.	847118	ELGIN	CHICAGO SUB.	
773414	O'HARE	CHICAGO SUB.	847120	PLTCTR	CHICAGO SUB.	
815248	WOODSTOCK	CHICAGO SUB.	847121	DUNDEE	CHICAGO SUB.	
815249	CRSTLK	CHICAGO SUB.	847122	ALGONQUIN	CHICAGO SUB.	
815250	HARVRD	CHICAGO SUB.	847123	HMPshr	CHICAGO SUB.	

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Reporting Wire Center Nbr	Office Name	Metro Area Name	Reporting Wire Center Nbr	Office Name	Metro Area Name
847124	HUNTLEY	CHICAGO SUB.	217339	CATLIN	IL N. CENTRAL
847125	CARY	CHICAGO SUB.	217340	FAIRMT	IL N. CENTRAL
847129	PALATINE	CHICAGO SUB.	217341	FITHIN	IL N. CENTRAL
847130	BARRINGTON	CHICAGO SUB.	217342	GEORTN	IL N. CENTRAL
847131	LAKE ZURICH	CHICAGO SUB.	217343	INDINL	IL N. CENTRAL
847132	WAUCND	CHICAGO SUB.	217344	OAKWD	IL N. CENTRAL
847137	WILLOWCREST	CHICAGO SUB.	217345	RDGFRM	IL N. CENTRAL
847139	SCHAUMBRG	CHICAGO SUB.	217346	WESTVL	IL N. CENTRAL
847140	SCHAUMBG	CHICAGO SUB.	309358	PEORIA BLUFF S	IL N. CENTRAL
847141	BARRINGTONS	CHICAGO SUB.	309359	PEORIA JEFF	IL N. CENTRAL
847142	POPLAR	CHICAGO SUB.	309360	PEORIANORTH	IL N. CENTRAL
847143	DESPLAINES	CHICAGO SUB.	309362	PEORIA EAST	IL N. CENTRAL
847144	PARK RIDGE	CHICAGO SUB.	309363	BARTONVILLE	IL N. CENTRAL
847601	EVANSTON	CHICAGO SUB.	309364	DELAVAN	IL N. CENTRAL
847602	WILMET	CHICAGO SUB.	309365	HANNCT	IL N. CENTRAL
847603	WINTKA	CHICAGO SUB.	309366	SANJOS	IL N. CENTRAL
847604	SKOKIE	CHICAGO SUB.	309367	SPRGBY	IL N. CENTRAL
847605	MORTONGROVE	CHICAGO SUB.	309368	TRIVOL	IL N. CENTRAL
847632	SCHILLER PARK	CHICAGO SUB.	309369	CANTON	IL N. CENTRAL
847657	NORTHBRK W	CHICAGO SUB.	309370	FRMNGT	IL N. CENTRAL
217331	CHMPGNMA	IL N. CENTRAL	309371	FIATT	IL N. CENTRAL
217332	CHMPGNUNV	IL N. CENTRAL	309372	IPAVA	IL N. CENTRAL
217333	GIBSONCITY	IL N. CENTRAL	309373	LEWSTN	IL N. CENTRAL
217334	STJSPH	IL N. CENTRAL	309374	STDAVD	IL N. CENTRAL
217338	DANVILLE	IL N. CENTRAL	309375	ROCK ISLAND	IL N. CENTRAL

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Reporting Wire Center Nbr	Office Name	Metro Area Name	Reporting Wire Center Nbr	Office Name	Metro Area Name
309376	COALVL	IL N. CENTRAL	815204	MANTNO	IL N. CENTRAL
309377	E MOLINE	IL N. CENTRAL	815205	MOMENC	IL N. CENTRAL
309378	MOLINE	IL N. CENTRAL	815206	HPKNPK	IL N. CENTRAL
309379	EDGNTN	IL N. CENTRAL	815207	STANNE	IL N. CENTRAL
309380	GREEN ROCK	IL N. CENTRAL	815208	MORRIS	IL N. CENTRAL
309381	MILAN	IL N. CENTRAL	815209	BRAIDWOOD	IL N. CENTRAL
630241	BOLINGBROK	IL N. CENTRAL	815210	COALCT	IL N. CENTRAL
630242	LEMONT	IL N. CENTRAL	815211	DWIGHT	IL N. CENTRAL
630243	LEMONT N	IL N. CENTRAL	815212	GARDNR	IL N. CENTRAL
630257	AURORAMAIN	IL N. CENTRAL	815213	JOLIET M	IL N. CENTRAL
630258	AURORA EAST	IL N. CENTRAL	815214	MAZON	IL N. CENTRAL
630259	BIG ROCK	IL N. CENTRAL	815215	MINOOK	IL N. CENTRAL
630260	KANEVL	IL N. CENTRAL	815216	NEWARK	IL N. CENTRAL
630261	OSWEGO	IL N. CENTRAL	815217	PLATVL	IL N. CENTRAL
630262	PLANO	IL N. CENTRAL	815218	VERONA	IL N. CENTRAL
630263	SUGAR GROVE	IL N. CENTRAL	815219	WATSEK	IL N. CENTRAL
630264	YORKVL	IL N. CENTRAL	815220	CRSTCT	IL N. CENTRAL
708608	BEECHER	IL N. CENTRAL	815221	FORRST	IL N. CENTRAL
708609	CRETE	IL N. CENTRAL	815222	GILMAN	IL N. CENTRAL
708610	GVRNPK	IL N. CENTRAL	815223	ONARGA	IL N. CENTRAL
708611	PARK FOREST	IL N. CENTRAL	815224	OTTAWA	IL N. CENTRAL
708612	PEOTON	IL N. CENTRAL	815225	HARDNG	IL N. CENTRAL
815201	KANKAKEE	IL N. CENTRAL	815226	LASALLE	IL N. CENTRAL
815202	GRNTPK	IL N. CENTRAL	815227	OGLSBY	IL N. CENTRAL
815203	HRSCHR	IL N. CENTRAL	815228	SENECA	IL N. CENTRAL

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PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Reporting Wire Center Nbr	Office Name	Metro Area Name	Reporting Wire Center Nbr	Office Name	Metro Area Name
815229	UTICA	IL N. CENTRAL	217322	ROCHST	ILLINOIS SOUTH
815230	JOLIET M	IL N. CENTRAL	217323	TALLUL	ILLINOIS SOUTH
815231	JOLIET M	IL N. CENTRAL	217324	QUINCY	ILLINOIS SOUTH
815232	ELWOOD	IL N. CENTRAL	217325	BURTON	ILLINOIS SOUTH
815233	FRANKFORT	IL N. CENTRAL	217326	COLMBS	ILLINOIS SOUTH
815234	MNHTTN	IL N. CENTRAL	217327	FOWLER	ILLINOIS SOUTH
815235	WLMNTN	IL N. CENTRAL	217328	LIBRTY	ILLINOIS SOUTH
815236	NEW LENOX	IL N. CENTRAL	217329	PAYSON	ILLINOIS SOUTH
815238	LCKPRT	IL N. CENTRAL	217330	BEARDSTOWN	ILLINOIS SOUTH
815239	PLAINFIELD	IL N. CENTRAL	217335	DECATURMAIN	ILLINOIS SOUTH
815240	ROMEOVILLE	IL N. CENTRAL	217336	DECATURNRTH	ILLINOIS SOUTH
815244	ROCKFORD M	IL N. CENTRAL	217337	HRRSTN	ILLINOIS SOUTH
815245	ROCKFORD E	IL N. CENTRAL	618275	ALTONCOLLEGE	ILLINOIS SOUTH
815247	ROCKFORD N	IL N. CENTRAL	618276	BETHALTO	ILLINOIS SOUTH
815254	STERLING	IL N. CENTRAL	618277	BRGHTN	ILLINOIS SOUTH
815255	GALENA	IL N. CENTRAL	618278	ELSAH	ILLINOIS SOUTH
217312	SPRNGFLD M	ILLINOIS SOUTH	618279	WOODRIVER	ILLINOIS SOUTH
217314	SPRNGFLD LK	ILLINOIS SOUTH	618280	ROSEWD HTS	ILLINOIS SOUTH
217315	SPRNGFLD W	ILLINOIS SOUTH	618281	GODFREY	ILLINOIS SOUTH
217316	ATHENS	ILLINOIS SOUTH	618282	COLLINSVILLE	ILLINOIS SOUTH
217317	BUFFALO	ILLINOIS SOUTH	618283	EDWARDSVILLE	ILLINOIS SOUTH
217318	CANTRL	ILLINOIS SOUTH	618284	GLNCRB	ILLINOIS SOUTH
217319	OAKFRD	ILLINOIS SOUTH	618285	MARINE	ILLINOIS SOUTH
217320	PTRSBG	ILLINOIS SOUTH	618286	TROY	ILLINOIS SOUTH
217321	RIVRTN	ILLINOIS SOUTH	618287	CENTRALIA	ILLINOIS SOUTH

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1. PERFORMANCE MEASUREMENTS (cont'd)

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E. BUSINESS RULES (cont'd)

Appendix Four (cont'd)

Reporting Wire Center Nbr	Office Name	Metro Area Name	Reporting Wire Center Nbr	Office Name	Metro Area Name
618288	AVISTON	ILLINOIS SOUTH	618348	GRANITECITY	ILLINOIS SOUTH
618289	BEKEMEYER	ILLINOIS SOUTH	618349	PONTON	ILLINOIS SOUTH
618290	BREESE	ILLINOIS SOUTH	618350	CAHOKIADER	ILLINOIS SOUTH
618291	CARLYLE	ILLINOIS SOUTH	618351	BELLEVILLE AD	ILLINOIS SOUTH
618292	GERMANTWN	ILLINOIS SOUTH	618352	EDGEMONT	ILLINOIS SOUTH
618293	GREENVILLE	ILLINOIS SOUTH	618353	FREBRG	ILLINOIS SOUTH
618294	IUKA	ILLINOIS SOUTH	618354	LEBANN	ILLINOIS SOUTH
618295	KELL DIX	ILLINOIS SOUTH	618355	NATHNS	ILLINOIS SOUTH
618296	KNMNDY	ILLINOIS SOUTH	618356	O'FALLON	ILLINOIS SOUTH
618297	SALEM	ILLINOIS SOUTH	618357	PIONER	ILLINOIS SOUTH
618298	TRENTON	ILLINOIS SOUTH	618377	BETHALTO	ILLINOIS SOUTH
618299	VANDALIA	ILLINOIS SOUTH	#####	XXXXXXXXXX	UNDETERMINED
618300	CAIRO	ILLINOIS SOUTH	#####2	XXXXXXXXXX	UNDETERMINED
618301	MNDCTY	ILLINOIS SOUTH	#####3	XXXXXXXXXX	UNDETERMINED
618302	MOUNDS	ILLINOIS SOUTH	#####4	XXXXXXXXXX	UNDETERMINED
618303	OLVBCH	ILLINOIS SOUTH	#####5	XXXXXXXXXX	UNDETERMINED
618304	OLMSTD	ILLINOIS SOUTH	#####6	XXXXXXXXXX	UNDETERMINED
618305	TAMMS	ILLINOIS SOUTH	#####7	XXXXXXXXXX	UNDETERMINED
618306	THEBES	ILLINOIS SOUTH	#####8	XXXXXXXXXX	UNDETERMINED
618307	MT VERNON	ILLINOIS SOUTH	#####9	XXXXXXXXXX	UNDETERMINED
618308	BLUFORD	ILLINOIS SOUTH	#####1	XXXXXXXXXX	UNDETERMINED
618309	HARMNY	ILLINOIS SOUTH			
618310	NASHVILLE	ILLINOIS SOUTH			
618311	KELL DIX	ILLINOIS SOUTH			
618347	EASTSTLOUIS	ILLINOIS SOUTH			

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